State of California • Arnold Schwarzenegger, Governor
State and Consumer Services Agency
DEPARTMENT OF GENERAL SERVICES
Procurement Division

January 07, 2005

RE: RFP DGS-2053 Addendum #4

TO ALL INTERESTED BIDDERS:

Revised RFP pages reflecting Addendum #4 to RFP DGS-2053 are provided in a separate file. This addendum makes changes or corrections to the following RFP Sections:

SECTION 1

- Section 1.4 Procurement Official (Section 1, Page 8): Added secondary procurement official.

SECTION 4

- Section 4.3.1 Major Objectives (Section 4, Page 3): Modified language regarding non-contract service items on invoices.

SECTION 5

- Section 5.3 Bidder Responsibility (Section 5, page 2): Added description of evaluation criteria (pass/fail).

SECTION 6

- Section 6.6.2.1 Analog Service (Section 6, page 67): Changed service availability requirement from nationwide to statewide. Deleted Fixed Mileage Data Transport Service from Table 6.6.2.1a.
- Table 6.6.2.1 Data Transmission Service – Analog Service and Features (Section 6, Page 68): Moved Expedite Option from 6.6.2.1a (M-O) to 6.6.2.1 (D).
- Section 6.6.2.2 Carrier DS0 Service (Section 6, Page 69): Modified description of service in 1st paragraph and changed 56 Kbps to 64 Kbps. Deleted Fixed Mileage requirement from Table 6.6.2.2a.
- Table 6.6.2.2 Data Transmission Service – Carrier DSO Service and Features (Section 6, page 70): Moved Expedite Option from 6.6.2.2a (M-O) to 6.6.2.2b (D).
- Section 6.6.2.3 Carrier DS1 Service (Section 6, Page 70): Modified description of DS1 service in 1st paragraph.
- Table 6.6.2.3 Data Transmission Service – Carrier DS1 Service and Features (Section 6, Pages 71 and 72): Deleted requirement for Fixed Mileage Service. Moved Expedite Option from 6.6.2.3a (M-O) to 6.6.2.3b (D). Modified description of Customer Network Reconfiguration in Table 6.6.2.3b.
- Section 6.6.2.4 Carrier DS3 Service (Section 6, Page 72): Modified description of service in 1st paragraph.

- Table 6.6.2.4 Data Transmission Service – Carrier DS3 Service and Features (Section 6, Page 73): Deleted Fixed Mileage Offering from 6.6.2.4a (M-O). Added Expedite Option to Table 6.6.2.4b (D).
- Table 6.6.2.6 Extended Carrier Services (Section 6, Pages 76 and 77): Moved Expedite Options for Analog, DS0, and DS1 from 6.6.2.6a (M-O) to 6.6.2.6b (D) and added Expedite Option for DS3 to 6.6.2.6b (D).
- Section 6.6.3 Synchronous Optical Network (SONET) (Section 6, Page 77): Changed title from "(M-O)" to "(D)".
- Section 6.6.4 ISDN Basic Rate Interface (BRI) (Section 6, page 83): Moved expedite option from Table 6.6.4a (M-O) to Table 6.6.4b (D).
- Section 6.6.5 ISDN Basic Rate Interface Primary Rate Interface (Section 6, Page 85): Moved expedite option from Table 6.6.5a (ISDN PRI Features M-O) to Table 6.6.5b (ISDN PRI Features D).
- Section 6.6.6 Switched 56 (Section 6, Page 86): Moved expedite option from Table 6.6.6a (Switched 56 M-O) to Table 6.6.6b (Switched 56 D).
- Section 6.6.7.1 Frame Relay (Section 6, page 87): Added paragraph regarding the local loop charges.
- Table 6.6.7.1a Frame Relay Features (Section 6, Page 88): Deleted Expedite Option from this mandatory optional table.
- Table 6.6.7.1b Frame Relay Features (Section 6, Page 89): Added Expedite Option to this desirable table.
- Table 6.6.7.2 ATM Features (Section 6, Page 89): Modified description of local loop considerations in 1st paragraph.
- Table 6.6.7.2 ATM Features (Section 6, Page 92): Moved Expedite Option from Table 6.6.7.2a (M-O) to 6.6.7.2b (D). Deleted OC12 and OC48 ATM Ports from Table 6.6.7.2b (D).
- Section 6.6.7.3 ATM and Frame Relay Management Services (Section 6, page 93): added qualifier to description of Customer Network Management requirement and deleted bulleted items.
- Table 6.6.7.4b Extended Frame Relay Features (Section 6, Page 96): Added Expedite Option.
- Table 6.6.7.6 Extended ATM Features (Section 6, Page 101): Moved Expedite Option from 6.6.7.6a (M-O) to 6.6.7.6b (D).
- Section 6.8.1 Voice Over Internet Protocol (VoIP) (Section 6, page 111): Modified standards description under Protocols and deleted bulleted items.
- Section 6.8.1 Voice Over Internet Protocol (VoIP) (Section 6, page 112): Added Echo Cancellation requirement to the Call Detail Recording.
- Section 6.11.5 Marketing Requirements (Section 6, Page 137): Modified language in second bullet to clarify Contractor responsibilities to properly represent Contract related services.

- Section 6.12.1.4 General Invoice System Requirements (Section 6, page 151) Modified 8th, 9th, and 10th bullets in this section.
- Section 6.13 Contractor Provisioning Performance (Section 6, pages 158, 159, 160, 160a, 160b, and 160c): Changed title to this section and most of the content to provide more specific information on the requirements for provisioning projects.
- Section 6.15 Service Level Agreements (Section 6, Pages 165 - 171, 173 – 188, 191, 193 – 195, and 199 – 206): Multiple changes including adding headings to each table page and deleting inconsequential items.
- Section 6.17 Management Tools and Reports (Section 6, Page 218): Added reference to Coordinated and Managed Projects.
- Section 6.17.2 Private Web Site (Section 6, Page 219): Added phrase to the end of the 1st paragraph referencing contracted service project work reports.
- Section 6.17.10 Contracted Service Project Work Reports (Section 6, Pages 228, 228a, and 228b): Added new section on Project Work Reports.

SECTION 7

- Cost Table 6.6.2.1 Data Transmission Service – Analog Service and Features (Section 7, Pages 28 and 29): Moved Expedite Option from 6.6.2.1a (M-O) to 6.6.2.1b (D). Changed "Fixed Mileage Data Transport Service" Tiers 1 & 2 to "Variable Mileage Data Transport Service" and Unit of Measure to "per mile". Changed quantities on items 1 through 9. Added Unit of Measure to Desirable items.
- Cost Table 6.6.2.2 Data Transmission Service – Carrier DS0 Service and Features (Section 7, Page 30): Changed Feature Names descriptions for items 1 through 5. Deleted Central Office Bridging Capability Tier 2. Adjusted quantities. Moved Expedite Option from 6.6.2.2a (M-O) to 6.6.2.2b (D).
- Cost Table 6.6.2.3 Data Transmission Service – Carrier DS1 Service and Features (Section 7, Page 31): Changed Fixed Mileage Tiers 1 and 2 to Variable Mileage. Adjusted quantities. Moved Expedite Option from 6.6.2.3a (M-O) to 6.6.2.3b (D).
- Cost Table 6.6.2.4 Data Transmission Service – Carrier DS3 Service and Features (Section 7, Page 32): Adjusted quantities for items 1 and 2. Changed description of items 3 and 4. Moved Expedite Option from 6.6.2.4a (M-O) to 6.6.2.4b (D).
- Cost Table 6.6.2.6 Extended Carrier Services (Section 7, Page 35): Moved Expedite Options from 6.6.2.6a (M-O) to 6.6.2.6b (D).
- Cost Table 6.6.4.1 ISDN Basic Rate Interface (Section 7, Page 39): Moved Expedite Option from 6.6.4.1a (M-O) to 6.6.4.1b (D).
- Cost Table 6.6.5 ISDN Primary Rate Interface (PRI) (Section 7, Page 41): Moved Expedite Option from 6.6.5a (M-O) to 6.6.5b (D).
- Cost Table 6.6.6 Switched 56 (Section 7, Page 42): Moved Expedite Option from 6.6.6a (M-O) to 6.6.6 (D).
- Cost Table 6.6.7.1a Frame Relay (Section 7, Page 43): Deleted Expedite Option.
- Cost Table 6.6.7.1b Frame Relay (Section 7, Page 44): Added Expedite Option.

- Cost Table 6.6.7.2a (Asynchronous Transfer Mode Data Services (Section 7, Pages 45, 46, 46a, and 46b): Added numerous speeds for the various types of ATM. Deleted CIR Tier 1 & 2 and Expedite Option.
- Cost Table 6.6.7.2b (Asynchronous Transfer Mode Data Services (Section 7, Page 46b): Added Expedite Option
- Cost Table 6.6.7.4 Extended Frame Relay (Section 7, Page 48): Moved Expedite Option from 6.6.7.4a (M-O) to 6.6.7.4b (D).
- Cost Table 6.6.7.7 Extended ATM (Section 7, Page 50): Changed title from 6.6.7.7 to 6.6.7.6. Deleted "nx" in description of items 9 and 10. Moved Expedite Option from 6.6.7.6a (M-O) to 6.6.7.6b (D).

SECTION 9

- Section 9.5.3.2 Bidder Responsibility (Section 9, page 7): Deleted third bullet regarding financial resources.

Appendix B

- Section 33 Examination and Audit (Appendix B, Page 18): Added records retention requirement of 5 years for E-Rate funded projects.
- Appendix B, Exhibit A-2 Authorization to Order Under State Contract (Appendix B, Page 54): Modified sections 9 and 10 for municipality termination provisions.

The above synopsis is a summary; please read the entire text of each change. Changes are indicated by a horizontal or vertical line in the right margin of each page. A horizontal line indicates that text has been removed. A vertical line means text has been added or text has been changed. Please replace the RFP pages with the pages included in this addendum, except pages 6-160a, 6-160b, 6-160c, 6-228a, 6-228b, 7-46a, and 7-46b which are new pages. When this addendum is posted on the CALNET II RFP home page, RFP Sections 1,4,5,6 (including a revised Table of Contents),7,9, and Appendix B will be updated with these changes as well.

Please send any questions to me via e-mail.

Sincerely,

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1.4 PROCUREMENT OFFICIAL

The Procurement Official and the respective addresses for delivering or mailing proposals, questions or copies of protests is:

Express mail/courier service packages, e.g. Federal Express or UPS

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1.5 KEY ACTION DATES

The RFP and the key action dates are posted on the web at http://www.dgs.ca.gov/td. Click on the Office of Network Services then go to the CALNET II homepage.

Below is a table listing the important "key" action items with dates and times that the State will follow while conducting this RFP process. Bidders must adhere to the dates and times when completing specified tasks that are listed in the table. If the State finds it necessary to change any of these dates up to and including the date for Submission of Final Proposals, it will be accomplished via an addendum to this RFP.

PLEASE NOTE, HOWEVER, THAT ALL DATES AFTER THE FINAL PROPOSAL SUBMISSION DEADLINE ARE APPROXIMATE AND MAY BE ADJUSTED AS CONDITIONS INDICATE, WITHOUT ADDENDUM TO THIS RFP.

04-08 or its updated versions) before the State exercises its option to obtain services from alternative suppliers.

- Establish contract amendment criteria and processes to enable the contract to be modified expeditiously to add new service/features, reduce rates, or change other terms and conditions
- Establish business practices with the contractor to manage, deploy and implement services and sophisticated network monitoring capabilities, applicable reports and customer training.
- Ongoing and periodic in-depth reviews of service maintenance and provisioning strategies in the best interest of the customer, including the ability to manage, track and report on large projects, and to make adjustments in contractor pricing.
- Assessment of options for failure to meet contract terms and conditions, and other designated rights and remedies for the State, with the ability to discontinue or substitute services as determined by DGS/TD, with advisory input from customers and contractor.
- Continued support of Federal Universal Service Fund programs that assist qualified schools and libraries in obtaining cost effective telecommunications services.
- Billing invoice systems used by the contractor and/or affiliates and subcontractors will provide the same invoice format and detail and non-contract service items will be indicated with unique identifiers. Any request by customers for special invoice requirements will be pre-approved by DGS/TD.
- Confirmation and demonstration through Bidder response that the state will not be subject to taxes and surcharges that are not expressly mandated by the Federal Communications Commission, California Public Utilities Commission, or other taxing authority to be collected from the end user of the subscribed service.
- The prime contractor will accept full responsibility to perform as the statewide Single Point of Contact for all contract requirements, including service design, ordering, provisioning, maintenance, training, trouble reporting, and invoicing. This responsibility also includes the conduct of the prime, its affiliates, or subcontractors in complying with the terms and conditions of the contract. The prime contractor will comply with the state's vision for an effective contractor/ state business relationship based on the services and business principles defined in this RFP.
- The prime contractor, its affiliates, or subcontractors, as an integral part of the business relationship envisioned by the state in the RFP, are expected to provide without charge, consultative business assistance to agencies in the planning, selection, application, and cost effective use of contract services.

- Financial resources sufficient to complete performance under the contract, as demonstrated by:
  - Annual reports and currently audited balance sheets for the firm that is bidding (see RFP Exhibit 1-C).
- Experience in similar endeavors, as demonstrated by:
  - A general description of similar endeavors,
  - Customer reference forms (see RFP Exhibit 5-K).

Bidder responsibility will be evaluated and scored as described in RFP Section 9.5.3.2; however, compliance with the financial responsibility requirement described herein and in RFP Section 1.8 will be evaluated as either pass or fail as described in RFP Section 9.5.2. If, during the evaluation process, the State is unable to assure itself of the Bidder's ability to perform under the contract, if awarded, the State has the option of requesting from the Bidder any information that the State deems necessary to determine the Bidder's responsibility. If such information is required, the Bidder will be notified and will be permitted approximately five working days to submit the information requested.

5.4 BONDS AND OTHER SECURITY DOCUMENTS

5.4.1 Bond Requirements of the Final Proposal

NOTE: ALL BIDDERS MUST SUBMIT ONE OF THE FOLLOWING AS DESCRIBED BELOW WITH ITS FINAL PROPOSAL RESPONSE. FINAL PROPOSAL RESPONSES SUBMITTED WITHOUT ONE OF THE FOLLOWING SHALL BE CONSIDERED NON-RESPONSIVE AND THE BID SHALL BE REJECTED.

All Bidders must submit a Letter of Bondability or a Letter of Certificate of Deposit with their response to the RFP. Such letter shall be provided to the Procurement Official listed in Section 1.4 not later than the due date of the Final Proposal as listed in RFP Section 1.5, Key Action Dates.

1) The Letter of Bondability shall be from an admitted surety insurer which states that if the Bidder is successful, the surety shall guarantee to execute, within twenty-one (21) calendar days after the date of the contract award, a faithful Performance Bond as required in Section 5.4.3 of this RFP.
2) A Letter of Certificate of Deposit shall be insured by the Federal Deposit Insurance Corporation and shall state that if the Bidder is successful, a Certificate of Deposit will be furnished to the Deputy Director of the DGS Procurement Division within twenty-one (21) calendar days after the date of the contract award.

The Letter of Bondability or Letter of Certificate of Deposit shall remain in effect until the award of the contract or for 180 days after the Last Day to Submit the Final Proposal as indicated in Section 1.5, Key Action Dates, whichever occurs first.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____
Description:

6.6.2 Data Transport Services (M)

The Contractor shall provide the data transport services described below.

6.6.2.1 Analog Service (M-O)

The Contractor shall provide voice 4-wire, half and full duplex transmission service that supports point-to-point and 4-wire, full duplex or multi-drop applications.

Service shall be available statewide.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____
Description:

The following features/services shall be provided:

Table 6.6.2.1a Data Transmission Service - Analog Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Channel Termination Data Transport Service – 4 wire (M-O)	Four wire channel termination for data transport.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Data Bridging (M-O)	Allows multiple locations to be connected or bridged.		
Bidder's Description:			
Central Office Multiplexing (M-O)	Combines multiple circuits into a single transmission medium.		
Bidder's Description:			

Table 6.6.2.1b Data Transmission Service - Analog Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
2-Wire Full Duplex Circuit Point-to-Point (D)	Two wire full duplex point-to-point circuit		
Bidder's Description:			
2-Wire Full Duplex circuit multi-point (D)	Two wire full duplex multi-point circuit		
Bidder's Description:			
Channel Termination (D)	Two wire channel termination for data		
Bidder's Description:			
Data Transport Service 2-wire (D)	2 wire transport		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

All analog transmission parameters shall be in accordance with the values and ranges set forth in the ANSI, ITU and Telcordia/Bellcore Publications for analog transmission.

6.6.2.2 Carrier DS0 Service (M-O)

The Contractor shall provide DS0 digital data circuits. DS0 service supports point-to-point and multipoint/multi-drop digital data circuits up to 64 Kbps providing full duplex, four wire, end-to-end, synchronous serial digital data transport.

The DSO service provided by the Contractor shall include the following:

- **Advanced Digital Network (ADN) or equivalent** - A dedicated digital private line service at DS0 and below speeds, providing full duplex, 4 wire, end-to-end, synchronous, data transport.
- **Subscriber Access** - Channel termination for the HiCap circuit. One for each termination.
- **Customer Network Reconfiguration** - Allows changes to connections of individual circuit segments at digital cross connect node, either proactively or within minutes of a trouble detection.
- **InterLATA Service** - Extended Dedicated Services required if service crosses LATA boundaries.

DS0 service shall be in accordance with the North American T-carrier and applicable ANSI and ITU standards.

Service availability shall be statewide.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.2.2a Data Transmission Service – Carrier DS0 Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Central Office Bridging Capability (M-O)	Connects three or more customer designated premises for simultaneous communications on one circuit.		
Bidder's Description:			
Customer Network Reconfiguration (M-O)	Allows changes to connections of individual circuit segments at DCS node, either proactively or within minutes of a trouble detection.		
Bidder's Description:			

Table 6.6.2.2b Data Transmission Service – Carrier DS0 Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.2.3 Carrier DS1 Service (M-O)

The Contractor shall provide DS1 digital data circuits. DS1 service supports point-to-point digital data circuits up to 1.544Mbps providing full duplex, four wire, end-to-end, synchronous serial digital data transport. The minimum digital signals required are in the following two formats:

- Basic (full 1.544 Mbps)
- Channelized (24 multiplexed DSO channels — 64 Kbps each)

Basic Carrier DS1 Service shall include the following characteristics:

- **High Capacity -** DS1 class of service
- **Subscriber Access -** Channel termination for the circuit terminating at an IEC point of presence.

- **B8ZS -** Line code allowing use of the entire bandwidth of a 1.544 facility. Line codes tell the network how the bits in a bit stream are electronically represented for transport through the network.
- **Extended Super Frame -** Framing format that allows the additional bits to be added less frequently or added at longer intervals. Bits that are gained by doing this are then used to perform other functions.
- **InterLATA Service -** DS1 connectivity between LATAs.

DS1 service shall be in accordance with the North American T-carrier and applicable ANSI and ITU standards.

Service availability shall be statewide.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____

Description:

The following features shall be provided:

Table 6.6.2.3a Data Transmission Service – Carrier DS1 Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? N/A	Document/ Location

Table 6.6.2.3b Data Transmission Service – Carrier DS1 Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Customer Network Reconfiguration (D)	Allows changes to connections of individual circuit segments at Digital Cross Connect node.		
Bidder's Description:			

Customer Network Reconfiguration Port Access (D)	Allows access to port with either a dedicated private port or dedicated dial up port.		
Bidder's Description:			
Expedite Option (D)	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.2.4 Carrier DS3 Service (M-O)

The Contractor shall provide DS3 digital data circuits. DS3 service supports point-to-point digital data circuits up to 44.736 Mbps providing full duplex, end-to-end, synchronous serial digital data transport. DS3s may be clear-channel or channelized into 28.

Carrier DS3 service shall include the following:

- **High Capacity DS3 -** Describes High Capacity DS3 Class of Service.
- **Subscriber Access Line with equipment -** DS3 circuit termination per termination with electrical equipment.
- **Central Office Multiplexing -** An arrangement that converts a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing.

DS3 service shall be in accordance with the North American T-carrier, and applicable ANSI and ITU standards.

Service availability shall be statewide.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____

Description:

The following features shall be provided:

Table 6.6.2.4a Data Transmission Service – Carrier DS3 Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds Y/N	Document/ Location
Central Office Multiplexing with Reconfiguration (M-O)	An arrangement that converts a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing.		
Bidder's Description:			

Table 6.6.2.4b Data Transmission Service – Carrier DS3 Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Customer Network Reconfiguration (D)	Allows the customer to make software defined cross-connect changes in the individual circuit segments of their network.		
Bidder's Description:			
Customer Network Reconfiguration – Hub-to-Hub (D)	Allows the customer to make software defined cross-connect changes in hub-to-hub segments of the network.		
Bidder's Description:			
Customer Network Reconfiguration Port Access (D)	Allows access to port with either a dedicated private port or dedicated dial up port.		
Bidder's Description:			

Table 6.6.2.6a Extended Carrier Services (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Analog Private Line (M-O)	DS0 Analog Private Line Service is a dedicated domestic private line service capable of supporting voice and analog data.		
Bidder's Description:			
DS0 (M-O)	DS0 is a premium Fully featured, point-to-point, full-duplex terrestrial digital private line service. DS0 operates at synchronous data speeds of 9.6 to 56/64 kbps.		
Bidder's Description:			
Digital Service 1 (DS1) (M-O)	Digital Service (DS1) is a point-to-point private line, provisioned over the Digital Data Network (DDN), transporting a full duplex signal at the rate of 1.544 Mpbs.		
Bidder's Description:			
Digital Service 45(DS3) (M-O)	Digital Service 45 (DS3) is a dedicated, point-to-point private line service for customers with ultra high-speed capacity requirements. Transmission capacity equivalent to 28 TDS 1.5 circuit or 672 voice to digital 56 kbps circuits. Supports transmission of full-duplex signals over terrestrial facilities at 44.736 megabits per second.		
Bidder's Description:			

Table 6.6.2.6b Extended Carrier Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Analog Expedite (D)	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
DS0 Expedite (D)	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
DS1 Expedite (D)	Bidders shall describe installation interval commitment and expedite criteria.		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidder's Description:			
DS3 Expedite (D)	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.3 Synchronous Optical Network (SONET) (D)

The Contractor shall provide Synchronous Optical Network (SONET) service for high bandwidth (T1 and higher) communication paths on dedicated, bi-directional, self-healing rings or as a point-to-point network configuration. The services provided over Synchronous Optical Network (SONET) shall comply with all standards as set forth by Telcordia, Bellcore GR-253-CORE, SONET Transportation Systems.

Service handoffs on SONET shall be synchronous at OC-1, OC-3, OC3-c, (concatenated) OC-12, OC-12c, OC-48, OC-48c, or OC-192. Asynchronous services at T1 and DS3 shall be carried over SONET in 51 Mbps Synchronous Transport Signal Level1 (STS/1) packages. SONET services shall include the following:

- SONET Dedicated Ring
- SONET Circuit Service

The Contractor shall provide customer premise add/drop multiplexing nodes equipped with the following access ports: DS1, DS3, OC-1, OC-3, OC3-c, OC-12, OC-12c, OC-48, and OC-48c.

Alternate wire centers shall be available to provide ring diversity when required.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____

Description:

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

The following features shall be provided:

Table 6.6.4.a ISDN Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Series Hunting (M-O)	Series Hunting. Switch equipment searches group of directory numbers in hunting to find an open line when the dialed number is busy.		
Bidder's Description:			

Table 6.6.4.b ISDN Optional Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

The Contractor shall provide and support B Channel Packet Service that permits an ISDN BRI B channel to be assigned and dedicated to the exclusive use of transmitting and receiving packet switched data.

ISDN BRI services shall comply with all applicable ANSI, ITU and Telcordia/Bellcore standards.

ISDN BRI Service availability shall be statewide.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____
Description:

The following features shall be provided:

Table 6.6.5.a ISDN Primary Rate Interface (PRI) Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location

Table 6.6.5.2b ISDN Primary Rate Interface (PRI) Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.6 Switched 56 (M-O)

The Contractor will provide dial-up switched digital service offering agencies both narrowband services (increments of 56/64 Kbps) and wideband services with increments of 128 Kbps to 1.544 Mbps. Switched 56 service provides dial-up access digital bandwidth through a local access line on a cost per minute basis.

Switched 56 services shall be compliant with applicable North American ANSI, ITU and Telcordia standards.

Service availability shall be statewide.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____
Description:

The following features shall be provided:

Table 6.6.6.a Switched 56 (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location

Table 6.6.6 Switched 56 (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.7 Frame Relay Service and Asynchronous Transfer Mode (ATM) Data Services (M-O)

Frame Relay and ATM services shall be provided by an integrated architecture that provides common switching and transport for both. Under this architecture, the appropriate frame relay or ATM access options are selected, and the integrated network provides connectivity between any combination of access methods. The Contractor shall provide Frame Relay and Asynchronous Transfer Mode (ATM) high speed, wide area, data transfer services which allow for the transfer of variable length frames, or fixed length cells.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____
Description:

6.6.7.1 Frame Relay (M-O)

Each Frame Relay circuit will be priced and provisioned with 0kps CIR. Additional CIR shall be purchased and provisioned in 4kps increments.

Local Loop circuits used to deliver Frame Relay are listed in Section 6.6.2 (Data Transmission Services). Frame Relay pricing in this section 6.6.7.1 shall not include the cost of the local loop circuit. Additionally, local loop circuits that are used for Frame Relay services shall not be subject to mileage charges.

Frame relay shall support the following management protocols:

- **LMI** - The original interim management protocol, uses DLCI 1023. LMI was specified by the Frame Relay Forum.
- **Annex D** - An ANSI T1.617 management protocol standard, uses DLCI 1. Annex D was specified by the ANSI T1.617 specification.
- **Annex A** – ITU-T Q.933 management standard protocol uses DLCI 0 to carry local link management information.

The contractor shall provide and support ATM and Frame Relay service inter-working. This service shall provide an Inter-Working Function (IWF) to provide the necessary protocol conversion between Frame Relay and ATM and be transparent to users.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____
Description:

The following features shall be provided:

Table 6.6.7.1a Frame Relay Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
DS0 Class of Service Port Termination (M-O)	DSO class of service UNI port at 56 Kbps (includes one PVC with two data link connection identifiers (DLCIs)		
Bidder's Description:			
DS1 Class of Service Port Termination (M-O)	DS1 class of service class of service UNI port at 1.536MKbps (includes one PVC with two data link connection identifiers (DLCIs)		
Bidder's Description:			
DS3 Class of Service Port Termination (M-O)	DS3 class of service UNI port at 44.21 MKbps (includes one PVC with two data link connection identifiers (DLCIs)		
Bidder's Description:			
Data Link Connection (each additional) (M-O)	DLCI, additional frame address		
Bidder's Description:			
InterLATA Frame Relay Committed Information Rate (CIR, 4kps unit) (M-O)	InterLATA Frame Relay CIR to be provided (and priced) in 4kps increments, beginning with 0kps.		
Bidder's Description:			
IntraLATA Frame Relay Committed Information Rate (CIR, 4kps unit) (M-O)	InterLATA Frame Relay CIR to be provided (and priced) in 4kps increments, beginning with 0kps.		
Bidder's Description:			

Table 6.6.7.1b Frame Relay Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

Frame Relay Services shall be compliant with applicable North American ANSI, ITU and Telcordia standards.

Service availability shall be statewide.

6.6.7.2 Asynchronous Transfer Mode Data Services (M-O)

The contractor shall provide and support Asynchronous Transfer Mode (ATM). Users shall access the service via a digital connection, or local loop, to an ATM port. Local loop connections used to deliver ATM are listed in Section 6.6.2. ATM pricing in this section (6.6.7.2) shall not include the cost of the local loop circuit. Additionally, local loop circuits that are used for ATM services shall not be subject to mileage charges.

If an authorized user requests an interLATA VCC or VPC connection, the Contractor will provide the transport needed between the LATAs with no mileage charge.

ATM Service shall include, at no additional cost:

- **Initial Virtual Channel Connection (VCC)** – the connection between the points where the ATM service users access the ATM layer.
- **Initial Virtual Path Connection (VPC) -** Contains virtual circuits that are to be switched together to a common destination such as an Interexchange Carrier
- **Unspecified Bit Rate -** No specific traffic related service guarantee.

Features of the ATM services shall include:

- Multiple Service Classes
  - Constant Bit Rate (CBR)
  - Variable Bit Rate – near real time (VBR-nrt)
  - Unspecified Bit Rate (UBR)
- Multiple Interface Rates (DS1, DS3, and OC3)
- VPC

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Virtual Path Connection (each additional per port) (M-O)	Address for Virtual Path Connection		
Bidder's Description:			
Constant Bit Rate (per Mbps) (M-O)	Specifies CBR connection		
Bidder's Description:			
Variable Bit Rate (M-O)	Specifies VBR-nrt connection (required to have Maximum Burst Size)		
Bidder's Description:			

Table 6.6.7.2b ATM Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

ATM service shall be compliant with all applicable ITU-TSS Specifications, ANSI standards including the ITU –T I.555 Frame Relay and ATM Inter-working recommendation and the ATM Forum User-Network Interface Specification Version 3.1.

The contractor shall provide internetworking at the Frame Relay User Network Interface (UNI) in accordance with the multi-protocol interconnection standards defined by IETF FRC 1483 and IETF FRC 1490, and in accordance with the internetworking agreement in FRF.8 FRFTC/94-026R3 of the Frame Relay Forum.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____
Description:

6.6.7.3 ATM and Frame Relay Management Services (D)

The contractor shall provide the ability for Customers to gather information on their specific ATM and Frame Relay services. The Contractor's architecture shall provide Customer Network Management that includes proactive network health monitoring and management, real-time fault detection and isolation, change management and performance reporting.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____
Description:

Table 6.6.7.4b Extended Frame Relay Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option (D)	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

This service shall be available throughout the United States.

6.6.7.5 Managed Frame Relay (M-O)

The Contractor shall provide a frame relay network management service that provides a single point-of-contact service for network design, implementation, installation, network management, and performance monitoring.

The Contractor shall provide tailored comprehensive WAN solutions for each location based on traffic load, usage patterns, transport requirements, and economics.

- Provide design for routed solutions for many LAN protocols in the Ethernet or token ring LAN environments
- Design, document and implement an IP addressing scheme for each managed router under contract as needed
- Define and implement a routing protocol for each specific LAN protocol to be routed based on traffic volumes, number of router sites or scheme that most efficiently optimizes the overall network performance
- Define all network filters. Custom filtering allows the customer to filter access to sensitive corporate information
- Define prioritization schemes. Prioritization allows for certain high-priority traffic to get bandwidth/routing preference over lower priority

The Contractor shall provide project management and installation services for the customer's WAN, router network and network monitoring. Contractor's installation services shall provide the necessary on-site support and remote technical assistance to ensure network connectivity and proper network operation.

The Contractor shall provide and support the existing equipment currently owned and utilized by state agencies. The Contractor may choose to replace the

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidder's Description:			
DS-3 (45 Mbps) (M-O)	Connection at 45 Mbps		
Bidder's Description:			
OC-3 (155 Mbps) (M-O)	Connection at 155 Mbps		
Bidder's Description:			

Table 6.6.7.6b Extended ATM Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite (D)	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.6.8 Intentionally Left Blank

6.6.9 Digital Subscriber Line (DSL) (M-O)

The Contractor shall provide Digital Subscriber Line (DSL) service. The Contractor shall provide, at a minimum, the following:

- Asymmetrical with 128Kbps upstream and 384 Kbps downstream. (M-O)
- Asymmetrical with 1.544 Mbps downstream and 384 Kbps upstream. (M-O)
- Symmetrical at 384 Kbps. (M-O)
- VPN site-to-site connectivity solutions (non-Internet traversing) (D)

Service shall meet ANSI T1.413 standards.

- **Call Hold –** Allows you to "hold" the call so the other person can't hear you and return to the conversation.
- **Call Transfer** –Allows you to transfer a call from your phone to another extension.
- **Call Waiting** – notification that call is coming in while you are speaking on the phone. Allows you to put current call on hold and answer the new one
- **Call forwarding** – Allows an incoming call to be sent elsewhere.
- **Caller ID** – As call comes in the phone number of calling party is displayed.
- **Conference Calling** – Connecting 3 or more people into one phone conversation.

- **Security**
  - **Encryption** – Transforms data into unreadable form that is only readable with the decryption code.
  - **Authentication** – Process of determining the identity of a user attempting to access a system.
  - **Firewall Security gateway -** System that enforces a boundary between two or more networks.
  - **Man in the Middle (MITM) Prevention** – Security systems that prevent MITM attacks in which an attacker is able to read, and modify at will, messages between two parties without either party knowing that the link between them has been compromised.
  - **Distributed Denial of Service (DDoS)** – Security systems that prevent (DdoS) where a multitude of compromised systems attack a single target.
  - **Buffer Overflow Attack Prevention** – Security systems that prevent buffer overflow attacks where extra data is sent that contains codes designed to trigger specific actions, sending new instructions to the attacked computer that could damage the user's files, change data, or disclose confidential information.

- **E911 Compliance –** Provides automatic location information to the 911 operator.
- **Protocols –** Protocols supported shall be ITU or IETF standards based. The Contractor shall identify the platform and the protocols.

- **Call Detail Recording** - Collects and records information on outgoing/incoming phone calls

- **Standards Based System** – This service shall be open standards base as set by the ITU and IETF.
- **Technical Requirements** - The service shall meet the technical requirements listed below. Performance shall be verified through reports provided by the Contractor.
  - **Availability** – 99.999%
  - **Measurement** – Adhere to the requirements set forth in Section 6.15
  - **Jitter (delay variance) –** Less than 60 ms
  - **Packet Loss –** Maximum 1%
  - **Latency/Delay –** 150ms one way
  - **Mean Opinion Score ITU P.800 –** 3.6 or above
  - **Dial Tone Delay** – Not to exceed 3 seconds for any call
  - **Call Setup Time –** Not to exceed 3 seconds for any call
  - **Echo Cancellation** – Embedded echo cancellation to published ITU-T recommendations.

The Contractor shall describe its full VoIP offerings, including the identification its VoIP proprietary handsets.

The Contractor shall provide data network designs and diagrams for the proposed VoIP solution. These drawings shall be provided in both electronic format and hard copy. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Hard copy drawings shall be provided in Standard E size. Drawings shall include both topology and logical representations of all critical network backbone elements to include, but not limited to, the following:

- Geographic location of equipment
- Type and capacity of equipment at each location including any backup systems
- Circuit route
- Circuit size/ bandwidth
- Circuit type
- Unique identifier for each element
- Layer 2 protocols and QoS when applicable

In addition, the Contractor shall provide a description/methodology to address the following issues:

- Support of QOS metrics
- Signaling protocols supported
- Ubiquity – the Contractor's (and affiliate's) ability to provide services throughout the state.
- Scalability – the ability to handle increased demand.
- Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

6.11.5 Marketing Requirements (M)

The DGS/TD will approve all Contractor's CALNET-II marketing collateral and, at DGS/TD's discretion, will be present on marketing calls to agencies. Contractor shall employ industry accepted marketing practices to inform agencies of the availability and benefits of contracted services. Contractor will submit marketing plans for approval within 90 days of Contract award and annually thereafter, except as described below. There will be no cost associated with the collaborative marketing plans, and the marketing plans will include, at a minimum, the following provisions:

- Contract-marketing activities are limited to the approved contracted services.
- As part of its contractual obligation to assist agencies in business planning, the Contractor may discuss technology applications or solutions with customers. The Contractor shall not present services that are not available on the Contract in a manner that implies to the Customer the service will be made contractually available. If Contractor is unsure on the status of proposed services it has submitted to the State for consideration, or if a service will qualify for inclusion on the Contract, it shall contact DGS/TD for clarification.
- Marketing brochures and materials for contracted services must be approved by the DGS/TD prior to distribution.
- Joint State/Contractor planning and training and State certification that validates that marketing representatives have been trained on Contract services, and knowledgeable on contract terms and conditions.
- Detailed monthly customer profiles which include Agency identification, customer (end user) service locations, service types (by service identifier number), billing telephone number, quantity per service type/minutes as applicable, and circuit/phone numbers. Reports will be submitted in accordance with Section 6.17 (Management Tools and Reports).
- Detailed monthly reports on Contract usage for State and local government. Reports will be submitted in accordance with Section 6.16.
- Establishing a joint forum, within 90 days of Contract award and annually thereafter, for Contractor and DGS/TD market planning to enhance Contract utilization.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

for the additional copies of the invoices. If the customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so agencies may submit it to the State Controllers Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options.

- The State shall not be subject to non-mandated taxes and surcharges. The state will not be subject to charges authorized by FCC or CPUC but not required to be collected from end users. Authorized taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors.
- Non-contracted services included on the customer invoice will be identified by corporate identifier or other agreed methodology.
- Services/features offered under this Contract shall include unique Corporate Identifiers. In instances where permanent Corporate Identifiers have not been assigned, the Contractor agrees to assign temporary Corporate Identifiers to facilitate identification of billed Services on customer invoices.
- Contractor shall inform DGS/TD and customers in writing when temporary unique Corporate Identifiers are assigned.
- DGS/TD requires all usage based services (including local, long distance and international) be billed in six second increments or less with no more than an 18 second initial period.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____
Description:

6.12.2 Fraud Management System (M)

The Contractor shall provide a Fraud Management System available for near real time information for analysis on a 24x7 basis, that is consistent with industry common "best" practices for fraud detection. The Contractor will provide detailed documentation on criteria used to identify fraudulent activity and customer notification. The Contractor's Fraud Management System shall include provisions for working with DGS/TD and customers to define parameters for fraud detection, customer awareness and education,

- CALSTARS will not be charged for this file.
- The amount of each invoice on the data file and the corresponding paper invoice amount must be equal.
- The amount for individual telephone numbers (Work Telephone Number (WTN)), devices, or circuits on the data file and the corresponding paper invoice amount must be equal.
- The amount for each charge type on the data file and the corresponding paper invoice amount must be equal.
- The Contractor will provide a contact name, telephone number, and e-mail address for file problem resolution.
- The Contractor will notify the State of California, Department of Finance - CALSTARS via e-mail, of new or changed codes (e.g. charge codes) or descriptions of codes. This notification will be sent at least 60 days prior to implementation.
- Department of Finance will not resolve or coordinate any billing problems between the Contractor and the State of California organizations being invoiced.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____
Description:

6.13 SERVICE PROVISIONING (M)

The State expects provisioning performance of the Contractor to be measured based on minimums described in this Section 6.13. The Contractor shall provide management and oversight of provisioning activities, including projects, at no additional cost.

6.13.1 Networked Provisioned Services (M)

- Service orders submitted for Contractor processing that involve less than 48 lines or 24 business sets, and not involving site work, shall be functioning by the end of the next business day. This includes ISDN and Switched 56 KBPS services.
- Toll Free service orders submitted for Contractor processing shall be functioning by the end of the next business day.

- Calling Card orders submitted for Contractor processing shall be functioning and resultant cards shipped within 5 business days.
- User on-line provisioning exclusive of site work, shall be implemented within 1 hour of posted changes and additions.
- Orders for less than 10 data lines at a single site, if site work is not required.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____

Description:

6.13.2 Site Work (M)

Service orders (for new service, change of service or service disconnects) for site work involving 48 Lines or less shall be completed within 3 business days or on a date mutually agreeable with the requesting agency, whichever is later. This activity shall run concurrent with the service provisioning activity and must be inclusive to a single service order related to the activity.

- Orders for expedited Contractor action involving 48 lines or less shall be completed within 2 days, including holidays and weekends.
- Service orders that exceed 48 lines or simple service orders that include customer site work, are considered Coordinated or Managed Projects.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____

Description:

6.13.3. Contracted Service Project Work (M)

Contracted Service Project Work is defined as either Coordinated or Managed. In the event the Contractor or agency is unable to determine if the Telecommunications Service Request Form (STD. 20) qualifies as a Coordinated or Managed Project, Contractor will contact DGS/TD for assessment.

6.13.3.1 Coordinated Project Work (M)

Coordinated Projects are initiated in situations where ordering and provisioning of service exceed the requirements for simple service requests, and require coordinated installation intervals that may differ from those contained in Section 6.15.9 Installation Interval SLA's. Examples of Coordinated Projects are as follows:

1. Service orders that exceed 48 voice lines or 10 data lines at a single location that require verification of facilities and equipment.
2. Service orders for single or multiple customer site locations that include any of the following provisions:
   - CPE installation
   - Site cable installation
   - Translation or software programming is required to facilitate services
   - Where enhanced services require a level of complexity for planning and implementation.
   - ACD installation
   - 10 or greater frame relay installations
   - Fiber installation for OCx
3. Upon receipt of the Telecommunications Service Request Form (STD. 20), the Contractor shall respond to the agency by the end of the next business day to discuss/obtain additional preliminary information regarding the project and to set up an appointment within 5 working days to discuss the project detail with the agency.
4. A project "Scope of Work" will be provided no more than 10 days following receipt of agency's STD. 20 and will include at a minimum the following:
   - Definition of the project task, start and completion dates, and associated costs.

- A project task list that includes contractual service elements (planning, applicable design, engineering, testing, termination, installation and client service user training).

5. Coordinated Project Reporting Requirements

   - Contractor shall develop, maintain, update and distribute all documents associated with the agency's project.
   - Contractor shall provide the requesting agency with updated weekly status reports or otherwise agreed upon intervals.
   - Contractor will post and update data on all active Coordinated Projects for DGS/TD review weekly, on its private web site as described in Section 6.17.2. Web site content will be consistent with the report elements listed in Section 6.17.10.1. Upon completion of a Coordinated Project, Contractor will remove project from the private web site and incorporate the project information into the Coordinated Project Work Report as described in Section 6.17.10.1.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____

Description:

6.13.3.2 Managed Project Work (M)

Managed Projects are initiated in situations where ordering and provisioning of service is considered to be on a larger and more complex scale and exceed the criteria of a Coordinated Project described in Section 6.13.3.1.

1. Managed Projects include service orders for single or multiple customer site locations that include any of the following provisions:

   - In locations where DGS/TD has determined consolidated service is the most efficient way to provide service to a specific community of interest.
   - New building facilities and/or major relocations
   - Data network migration/consolidation

- Major/large data CPE installation
- Major/complex ACD installation

2. All services procured under the Individual Case Base (ICB) Pricing Option will be handled as a Managed Project and require DGS/TD approval as stated in Appendix B, Model Contract Language, Section 70, Individual Case Base (ICB) Pricing Option.
3. Because of the increased size and complexity of Managed Projects, Contractor shall assign a dedicated Project Manager with knowledge and experience in managing telecommunications projects of similar complexity at no additional cost to the Customer.
4. Upon receipt of the Telecommunications Service Request Form (STD. 20), Contractor shall respond to the agency by the end of the next business day to discuss/obtain additional preliminary information regarding the project and to set up an appointment within 5 working days to conduct a discussion with all parties (i.e., Contractor, agency, and DGS/TD). The purpose of the meeting will be to understand the project scope and identify information necessary to establish due dates and project schedule. Contractor shall also notify and provide DGS/TD with a copy of the agency's service request for review.
5. All Managed Projects shall use industry accepted project management methodology throughout the project.
6. A project "Scope of Work" will be provided no more than 10 days following receipt of the agency's STD. 20 and will include, at a minimum, the following:
   - Definition of the project task, start and completion dates, and associated costs.
   - A project task list that includes contractual service elements (planning, applicable design, engineering, testing, termination, installation and client service user training).
7. Managed Project Reporting Requirements
   - Contractor shall develop, maintain, update, and distribute all documents associated with the agency's project.
   - Contractor shall provide agency with updated weekly status reports or otherwise agreed upon intervals. The following information will be provided in MS Project or other agreed format:
     a. Project start date (customer acceptance of implementation plan/schedule)
     b. Status

- Identification of major milestones
- Identification of project risk (jeopardy)

c. Negotiated project completion date

d. Actual project completion date

- Contractor will post and update data on all active Managed Projects weekly on its private Internet site as described in Section 6.17.2 for DGS/TD review. Web site content will be consistent with the reports elements listed in Section 6.17.10.2. Upon completion of the Managed Project, Contractor will remove the project from the private web site and incorporate it into the Managed Project Work Report as described in 6.17.10.2.

- mitigation plan/path forward.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____

Description:

6.15 SERVICE LEVEL AGREEMENTS (SLA)

6.15.1 Introduction and General Requirements (M)

The Service Level Agreements (SLAs) are applicable to the services and/or facilities described below and include the following:

- At no time shall the total remedy for failure to satisfy a single circuit or service SLA for any given month exceed 100% of the TMRC.
- To the extent that Contractor's tariffs offer additional rights and/or remedies, the State shall be entitled to exercise the rights and/or remedies in the tariff.
- For services provided under this Contract by Independent Local Exchange Carriers (ILEC), Inter Exchange Carriers (IXC), or Competitive Local Exchange Carriers (CLEC) as sub-contractors, Contractor shall provide the State or Client, at a minimum, the same service level agreements provided to Contractor by each sub-contractor.
- When the Contractor provides facilities based services directly to the client (without using another ILEC's or CLEC's service as a subcontractor), the rights and remedies for service outages for those services are set forth in Tables A and B for Contractor services.
- The election by DGS/TD of any remedy covered by this Contract shall not exclude or limit DGS/TD's or any Client's rights and remedies otherwise available within the Contract or at law or equity, provided that, at no time shall the total cash refund/credit to a Client for any given month for a single circuit (defined below) failure to meet a Performance Objective exceed one hundred percent (100%) of the TMRC.
- Unless otherwise stated in Table A or Table B, Performance Objective measurements are based on trouble tickets and the Client is responsible for initiating trouble tickets.

- The Contractor shall provide DGS/TD and Clients with monthly service level reports as defined in section 6.17, of this RFP.
- The Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for provisioning, maintenance and resolution of service issues arising out of their performance or that of their affiliates, subsidiaries, subcontractors or resellers under this Contract.
- Bidders may propose additional and/or more stringent SLAs than the minimums listed in this Section 6.15 and should provide the proposed SLAs in the description field below.
- Bidders shall provide SLAs for proposed unsolicited services in the description field below.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____
Description:

6.15.2 List of Services Covered by Service Level Agreements (M)

6.15.2 List of Services Covered by Service Level Agreements	
This Table provides a listing of the CALNET products and services covered by this RFP and includes the name of the product or service and the applicable Table where the corresponding SLA is provided later in this section. Note: A reference to "Table A/Table B" indicates that the SLA will be found on Table A or Table B for the SLA associated with the data services or voice/line-side services, respectively. Note: References to Table B include the requirements stated in Table B-2, where applicable.	
VOICE SERVICES	**S L A TABLE**
1. Intra-LATA Calling	TABLE B
▪ Local	TABLE B
▪ Zone 3	TABLE B
▪ Local Toll	TABLE B
2. Long Distance	TABLE B
▪ Switched	TABLE B
▪ Dedicated	TABLE B

6.15.2 List of Services Covered by Service Level Agreements	
3. Toll Free Service	TABLE B
4. Toll Free Enhanced Call Routing	TABLE B
5. International Toll Free Service	TABLE B
6. 900 Services	TABLE B
7. Calling Card	TABLE B
▪ Pre-Paid Calling Card	TABLE B
8. Audio Conferencing	TABLE B
9. Advanced Call Routing	TABLE B
10. EDD Advanced Call Routing	TABLE B
LINE-SIDE SERVICES	
1. Measured Business Line Services	TABLE B
2. Central Office Exchange Basic Service (or Equivalent)	TABLE B
3. Central Office Exchange Enhanced Services (or Equivalent)	TABLE B
4. Call Center Services	TABLE B
5. Computer Telephone Interface	TABLE B
6. Central Office Trunk Service	TABLE B
7. Voice Mail	TABLE B
8. Interactive Voice Response/Call Router (IVR)	TABLE B
9. Consolidated Services	TABLE B
o ACD	TABLE B
o NACD	TABLE B
o IVR	TABLE B
o Voice Mail	TABLE B
o Management Information Systems (MIS)	TABLE B
o Announcements in Queue	TABLE B
o Computer Telephony Integration (CTI)	TABLE B
o Audio Conferencing	TABLE B

6.15.2List of Services Covered by Service Level Agreements	
DATA SERVICES	
1. Analog	
▪ Analog	TABLE A
▪ Extended Analog	TABLE A
2. Carrier Service	
▪ Carrier DS-0	TABLE A
▪ Carrier DS-1	TABLE A
▪ Carrier DS-3	TABLE A
▪ Extended Carrier DS-0	TABLE A
▪ Extended Carrier DS-1	TABLE A
▪ Extended Carrier DS-3	TABLE A
3. SONET (Desirable)	
▪ SONET DS-1 (Desirable)	TABLE A
▪ SONET DS3 (Desirable)	TABLE A
▪ SONET OC-3 (Desirable)	TABLE A
▪ SONET OC-12 (Desirable)	TABLE A
▪ SONET OC-48 (Desirable)	TABLE A
▪ SONET OC-192 (Desirable)	TABLE A
4. ISDN	
▪ Basic Rate ISDN	TABLE A/TABLE B
▪ Primary Rate ISDN	TABLE A/TABLE B
5. Switched 56	TABLE A
6. Frame Relay	
▪ Intra/Inter LATA Frame Relay DS-0	TABLE A
▪ Intra/Inter LATA Frame Relay DS-1	TABLE A
▪ Intra/Inter LATA Frame Relay DS-3	TABLE A
▪ Extended Frame Relay DS-0	TABLE A
▪ Extended Frame Relay DS-1	TABLE A

6.15.2List of Services Covered by Service Level Agreements	
▪ Extended Frame Relay DS-3	TABLE A
7. Asynchronous Transfer Mode (ATM)	
▪ Intra/Inter LATA ATM DS-1	TABLE A
▪ Intra/Inter LATA ATM DS-3	TABLE A
▪ Intra/Inter LATA ATM Service and OC-X Interface	TABLE A
▪ Extended ATM DS-1	TABLE A
▪ Extended ATM DS-3	TABLE A
▪ Extended ATM Service and OC-X Interface	TABLE A
8. Digital Subscriber Line (DSL)	TABLE A
▪ Asymmetric Digital Subscriber Line	TABLE A
▪ VPN DSL (Desirable)	TABLE A
9. Metropolitan Area Network (MAN)- 1 Gigabit Ethernet (Desirable)	TABLE A
10. Video Conferencing	TABLE A

6.15.2 List of Services Covered by Service Level Agreements	
ALTERNATE TECHNOLOGIES	
1. Central Office Network Based Voice Over Internet Protocol (VoIP)	TABLE B
2. Premise Based Fully Managed Voice Over Internet Protocol (VoIP)	TABEL B
3. Multi Protocol Label Switching MPLS Services (Desirable)	To be negotiated
4. Managed IP Based Video Conferencing Services (Desirable)	To be negotiated
5. Net Conferencing (Desirable)	To be negotiated
OTHER	
1. Invoicing	TABLE C
2. Tools and Reports	TABLE C
3. Administration Fee Payment	TABLE C

SLAs for desirable services are not mandatory, however, they will be evaluated in accordance with Section 9, Proposal Evaluation.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____
paragraph_____

Description:

6.15.3 Service Level Agreement Descriptions

The following SLA definitions apply to this contract:

SLA	Definition
Availability %	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
C/SLOR	Circuit or Service Level Off Ramp process as describe in Section 6.15.8.3
Call Set-up Time	The time between the last digit dialed by the Client, to the time the calling Client hears the audible ring.

SLA	Definition
CAP	Corrective Action Plan as described in Section 6.15.8.2
Catastrophic Outage 1 CAT 1	The total loss of either an Enhanced Service (Enhanced Service shall be defined during discussions with final RFP respondents), 25 circuits or greater at the same address location, or any single OCX.
Catastrophic Outage 2 CAT 2	A total failure of a service type in a central office. Or, a backbone failure or failure of any part of the switches resulting in failure of the backbone.
Catastrophic Outage 3 CAT 3	The total loss of more than one service type in central office, or the loss of any service type on a system wide basis.
CAT Outage	Catastrophic outage as further defined below for CAT 1, CAT 2, and CAT 3 outages.
CSR	CALNET Service Review as described in Section 6.15.8.1
Delay	Average round trip transfer delay measured from MPOE to MPOE.
Dial Tone Delay	A measurement of time from a client goes off hook, to the time dial tone is delivered to the client station.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a circuit or service, for more than twelve (Tier 2) or twenty-four hours (Tier 1).
Major Fault	Defined as trouble tickets opened with the Contractor's helpdesk: On five (5) or more physical circuit (DS-1 or higher speed) at the same address location. Or The loss of 2 or more service types to a single user at the same address location.
Mean Time to Repair	The circuit is unusable during the time the trouble ticket is recorded as open in the Contractors trouble ticket system minus stop clock conditions. The mean shall be derived as the sum of the total trouble ticket duration hours per calendar month, per service type, divided by the number of tickets per calendar month, per service type.
Mean Time to Respond	The time it takes the Contractor to call back the Client acknowledging receipt of the trouble ticket or incident report by the Contractor helpdesk personnel.
Minor Fault	A Minor Fault shall be defined as a trouble ticket opened with the Contractor's helpdesk on the loss of any circuit or service to a single user at a site.

6.15.4 Table A - Data Service Level Agreements (M)

If a circuit/service fails to meet one or more of the performance objectives contained in this table, only the largest monthly rights and remedies for all performance objectives not met shall be credited to the Client.

The Contractor shall apply rights and remedies to all components of a Contract related service for each service outage (i.e., transport, service, and features).

SLAs for desirable services are not mandatory, however, they will be evaluated in accordance with Section 9, Proposal Evaluation.

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Objectives**	**Rights and Remedies**
Provisioning Install intervals are based on the interval table (6.15.9) or Client negotiated due dates. The sum of all service orders meeting the objective in the measurement period divided by the sum of all service orders due in the measurement period equals the monthly average.	Immediate			Immediate	
	Install on or before due date per install order	▪ 50% of installation fee refunded to client for any missed due date. ▪ End User Escalation Process ▪ DGS/TD Escalation		Install on or before due date per install order	▪ 50% of installation fee refunded to client for any missed due date. ▪ End User Escalation ▪ DGS/TD Escalation
	Monthly			Monthly	
	Greater than 90% monthly average	▪ 100% of installation fee refunded to client for all orders that did not complete on time during the month if the monthly average objective is not met. ▪ CSR ⇒CAP ⇒C/SLOR		Greater than 95% monthly average	• 100% of installation fee refunded to client for all orders that did not complete on time during the month if the monthly average objective is not met. ▪ CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
Project Work Response to receipt of STD Form 20	Immediate			Immediate	
Initial Response to schedule appointment Receipt of Final Scope of Work	Next business day Within 10 days	Escalation to Contractor's Account Manager		Next business day Within 10 days	Escalation to Contractor's Account Manager
	Monthly			Monthly	
	N/A	Review process with DGS/TD		N/A	Review process with DGS/TD
Mean Time To Respond	Immediate			Immediate	
	Within 15 minutes	Escalation with contractor supervisor call back within 15 minutes		Within 15 minutes	Escalation with contractor supervisor call back within 15 minutes
	Monthly			Monthly	
	Less than 15 minutes monthly average	Senior management escalation		Less than 15 minutes monthly average	Senior management escalation

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
Availability % The monthly Availability %shall be based on the accumulative total of all outage durations that do not trigger a rebate for each circuit number/phone number/service ID, per calendar month. Monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by scheduled uptime per month multiplied by 100. (7X24)	Immediate			Immediate	
	N/A	▪ End User Escalation Process ▪ DGS/TD Escalation Process		N/A	▪ End User Escalation Process ▪ DGS/TD Escalation Process
	Monthly			Monthly	
	Analog>98.7% DS0>98.7% DS1>99.0% DS3>99.3% OCX>99.3% DSL>98.7 Gig Ethernet>99.2%	▪ 15% of the TMRC. 2nd consecutive month, 25% of TMRC. Each additional consecutive month, 50% of the TMRC. ▪ CSR ⇒CAP ⇒C/SLOR		Analog>99.2% DS0>99.2% DS1>99.5% DS3>99.8% OCX>99.8% DSL>99.2 Gig Ethernet>99.7%	▪ 15% of the TMRC. 2nd consecutive month, 25% of TMRC. Each additional consecutive month, 50% of the TMRC. ▪ CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
Time to Repair (TTR) **Minor Fault** The circuit or service is unusable during the time the trouble ticket is recorded as opened until restoration of the circuit or service, minus stop clock conditions. (7X24)	Immediate			Immediate	
	Analog=less than 6 hours DS0=less than 6 hours DS1=less than 5 hours DS3=less than 3 hours DSL=Less than 6 hours Gig Ethernet = less than 3.5 hours	▪ 15% TMRC per occurrence. 2nd consecutive month, 25% of TMRC. Each additional consecutive month, 50% of the TMRC. ▪ End-User Escalation Process ▪ DGS/TD Escalation Process		Analog=less than 5 hours DS0=less than 5 hours DS1=less than 4 hours DS3=less than 2 hours DSL=less than 5 hours Gig Ethernet = less than 2.5 hours	▪ 15% TMRC per occurrence. 2nd consecutive month, 25% of TMRC. Each additional consecutive month, 50% of the TMRC. ▪ End-User Escalation Process ▪ DGS/TD Escalation Process
	Monthly			Monthly	
	N/A	CSR ⇒CAP⇒C/SLOR		N/A	CSR ⇒CAP⇒C/SLOR
Time to Repair (TTR) **Major Fault** Each circuit is unusable from the time the first trouble ticket is opened until restoration of the circuit or service minus stop cloc conditions. The outage count applies to all reported circuits affected by a common cause. (7X24)	Immediate			Immediate	
	Analog=less than 3 hours DS0=less than 3 hours DS1=less than 3 hours DS3=less than 3 hours DSL=less than 3 hours Gig Ethernet = less than 3 hours	▪ 25% of the TMRC per occurrence ▪ End User Escalation Process ▪ DGS/TD Escalation Process		Analog=less than 2 hours DS0=less than 2 hours DS1=less than 2 hours DS3=less than 2 hours DSL=less than 2 hours Gig Ethernet = less than 2 hours	▪ 25% of the TMRC per occurrence ▪ End User Escalation Process ▪ DGS/TD Escalation Process
	Monthly			Monthly	
		CSR ⇒CAP ⇒C/SLOR			CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
Repeated Trouble Three or more trouble tickets opened on a single circuit or service within a 30-day rolling calendar with similar or related trouble.	Immediate			Immediate	
	N/A	▪ End User Escalation Process ▪ DGS/TD Escalation Process		N/A	▪ End User Escalation Process ▪ DGS/TD Escalation Process
	Monthly			Monthly	
	less than 3 trouble tickets	▪ 15%of the TMRC, per occurrence ▪ CSR ⇒CAP ⇒C/SLOR		less than 3 trouble tickets	▪ 15%of the TMRC, per occurrence ▪ CSR ⇒CAP ⇒C/SLOR
Excessive Outage The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the circuit or service, minus stop clock conditions. (7 x 24)	Immediate			Immediate	
	Less than 24 hours	▪ Senior Management Escalation ▪ Client may request from contractor an Excessive Outage restoration briefing ▪ 100% of the TMRC per occurrence for each circuit or service out of service greater than 24 hours.		Less than12 hours	▪ Senior Management Escalation ▪ Client may request from contractor an Excessive Outage restoration briefing. ▪ 100% of the TMRC per occurrence for each circuit or service out of service greater than 12 hours.
	Monthly			Monthly	
	N/A	CSR ⇒CAP ⇒C/SLOR		N/A	CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
DELAY End-User/Client is responsible for notifying the Contractor customer service center (helpdesk) when the frame/packet/cell transfer delay is below the committed level. Client or DGS shall determine the sample interval, provided that a minimum of 100 pings or more shall constitute test. The problem requires timely verification, consistent with industry standards (i.e., a protocol analyzer), by the Contractor. The Client shall initiate a trouble ticket based upon failure to meet performance objective. Trouble shall be tracked as a Quality of Service (QOS) problem using a special disposition code on the trouble ticket. QOS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports circuit as unusable for its intended uses. (7x24)	Immediate			Immediate	
	DS0 to DS1 64 byte ping: <150ms 1000 byte ping: <430ms DS1 64 byte ping: <90ms 1000 byte ping: <150ms DS3 64 byte ping: <80 ms 1000 byte ping: <140 ms OC3 64 byte ping: <70 ms 1000 byte ping: <125 ms OC12 64 byte ping: <65 ms 1000 byte ping: <110 ms OC48 64 byte ping: <65 ms 1000 byte ping: <100 ms Gig Ethernet 64 byte ping: <65 ms 1000 byte ping: <100ms	▪ 15% of TMRC per occurrence for the reported circuit. ▪ 25% of TMRC 2nd consecutive month ▪ 50% of TMRC each additional consecutive month ▪ End User Escalation Process ▪ DGS/TD Escalation Process		DS0 to DS1 64 byte ping: <120ms 1000 byte ping: <400ms DS1 64 byte ping: <60ms 1000 byte ping: <120ms DS3 64 byte ping: <65 ms 1000 byte ping: <110 ms OC3 64 byte ping: <65 ms 1000 byte ping: <100 ms OC12 64 byte ping: <60 ms 1000 byte ping: <100 ms OC48 64 byte ping: <55 ms 1000 byte ping: <100 ms Gig Ethernet 64 byte ping: <60 ms 1000 byte ping: <100ms	▪ 15% of TMRC per occurrence for the reported circuit. ▪ 25% of TMRC 2nd consecutive month ▪ 50% of TMRC each additional consecutive month ▪ End User Escalation Process ▪ DGS/TD Escalation Process
	Monthly			Monthly	
	N/A	CSR ⇒CAP ⇒C/SLOR		N/A	CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
THROUGHPUT End-user/Client is responsible for notifying the Contractor helpdesk when there is a suspected frame/packet/cell delivery problem with the reported circuit. The problem requires timely verification, consistent with industry standards (e.g., a protocol analyzer), by the Contractor. The End-User/Client shall initiate a trouble ticket based upon failure to meet performance objectives. Trouble shall be tracked as a Quality of Service (QOS) problem using a special disposition code on the trouble ticket. QOS tickets shall not count in availability or Time to Repair measurements unless and until the End-User/Client reports circuit as unusable for it intended uses. Throughput % excludes time required for scheduled maintenance or scheduled upgrade. (7x24)	Immediate			Immediate	
	Greater than 99.5% monthly average throughput for the reported circuit	▪ 15% of TMRC per occurrence for the reported circuit. ▪ 25% of TMRC 2nd consecutive month ▪ 50% of TMRC each additional consecutive month ▪ End User Escalation Process ▪ DGS/TD Escalation Process		Greater than 99.9% monthly average throughput for the reported circuit	▪ 15% of TMRC per occurrence for the reported circuit. ▪ 25% of TMRC 2nd consecutive month ▪ 50% of TMRC each additional consecutive month ▪ End User Escalation Process ▪ DGS/TD Escalation Process
	Monthly			Monthly	
	N/A	CSR ⇒CAP ⇒C/SLOR		N/A	CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
C A T 1 The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a Trouble Ticket, whichever occurs first. A trouble ticket shall be opened by the Contractor for each circuit and/or service or the Contractor shall compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by End-User/Client initiated trouble ticket as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24)	Immediate			Immediate	
	Less than 4 hours	▪ 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 1 fault ▪ End User Escalation Process ▪ DGS/TD Escalation Process		Less than 2 hours	▪ 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 1 fault. ▪ End User Escalation Process ▪ DGS/TD Escalation Process
	Monthly			Monthly	
	N/A	CSR ⇒CAP ⇒C/SLOR		N/A	CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
C A T 2 The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket, whichever occurs first. Outage duration shall be measured on a per circuit or per-port basis from information recorded from the network switches. A Contractor ticket shall be opened or a list compiled for any service/circuit outage caused by the Cat 2 event. Any service/circuits reported by End-User/Client initiated trouble ticket as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24)	Immediate			Immediate	
	Less than 1 hour	▪ 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 2 fault ▪ End User Escalation Process ▪ DGS/TD Escalation Process		Less than 30 minutes	▪ 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 2 fault ▪ End User Escalation Process ▪ DGS/TD Escalation Process
	Monthly			Monthly	
	N/A	CSR ⇒CAP ⇒C/SLOR		N/A	CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
C A T 3 The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket, whichever occurs first. A Contractor ticket shall be opened or a list compiled for any service/circuit outage caused by the Cat 3 event. Any service/circuits reported by End-User/Client initiated trouble ticket as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24)	Immediate			Immediate	
	Less than 30 minutes	▪ Senior Management Escalation Process ▪ 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 3 fault.		Less than 15 minutes	▪ Senior Management Escalation Process ▪ 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 3 fault.
	Monthly			Monthly	
	N/A	CSR ⇒CAP ⇒C/SLOR		N/A	CSR ⇒CAP ⇒C/SLOR

Table A – Data SLAs	Tier 1			Tier 2	
Measurement	**Objectives**	**Rights and Remedies**		**Measurement**	**Objectives**
Notification (7x24)	Immediate			Immediate	
	Within 30 minutes of a Cat 2 or Cat 3 failure, the Contractor shall notify general stakeholders (as determined by DGS/TD) via the Contractor's automated notification system. At 60 minute intervals, updates shall be given on the above mentioned failures via the Contractors automated notification system which shall include time and date of the updates.	Senior Management Escalation		Within 30 minutes of a Cat 2 or Cat 3 failure, the Contractor shall notify general stakeholders (as determined by DGS/TD) via the Contractor's automated notification system. At 60 minute intervals, updates shall be given on the above mentioned failures via the Contractors automated notification system which shall include time and date of the updates.	Senior Management Escalation

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.15.5 Table B - Voice and Line-Side Service Level Agreement (M)

If a circuit/service fails to meet one or more of the performance objectives contained in this table, only the largest monthly rights and remedies for all performance objectives not met shall be credited to the client.

The Contractor shall apply rights and remedies to all components of a Contract related service for each service outage i.e., transport, service, and features.

SLAs for desirable services are not mandatory, however, they will be evaluated in accordance with Section 9, Proposal Evaluation.

Table B - Voice and Line-Side Service Level Agreement					
Measurement	**Immediate Objective**	**Immediate Rights and Remedies**		**Monthly Objective**	**Monthly Rights and Remedies**
Provisioning Install intervals are based on the interval table or client negotiated due dates. The sum of all service orders meeting the objective in the measurement period divided by the sum of all service orders due in the measurement period equals the monthly average.	Install on or before due date	▪ 50% of installation fee refunded to Client for any missed due date ▪ End User Escalation Process ▪ DGS/TD Escalation Process		Greater than 95% monthly average	▪ 100% of installation fee refunded to Client for all orders that did not complete on time during the month if the monthly average objective is not met. ▪ CSR ⇒CAP ⇒C/SLOR
Project Work Response **Initial Response to schedule Appt.** **Receipt of final Scope of Work**	Next business Day Within 10 Days	▪ Escalation to Contractor's Account Manager		Next business Day Within 10 Days	▪ Review process with DGS/TD
Mean Time to Respond	Within 15 Minutes	▪ Escalation with Contractor supervisor call back within 15 minutes		Less than 15 minutes monthly average	• Review process with DGS/TD

Table B - Voice and Line-Side Service Level Agreement					
Measurement	**Immediate Objective**	**Immediate Rights and Remedies**		**Monthly Objective**	**Monthly Rights and Remedies**
Mean Time To Repair **Minor Fault** The circuit or service is unusable during the time the trouble ticket is recorded as opened until restoration of the circuit or service, minus stop clock conditions. (7X24)	N/A	▪ End User Escalation Process ▪ DGS/TD Escalation Process		Monthly Average is less than 6 hours	▪ 15% of the TMRC per occurrence of 6 hours or greater if MTTR exceeds the monthly objective. 2nd consecutive month for the same circuits or service, 25% of the TMRC. Each additional month for the same circuit or service, 50% of the TMRC. ▪ CSR ⇒CAP ⇒C/SLOR
Mean Time To Repair **Major Fault** Each circuit is unusable from the time the first trouble ticket is opened until restoration of the circuit or service minus stop clock conditions. The outage count applies to all reported circuits affected by a common cause. (7X24)	N/A	▪ End User Escalation Process ▪ DGS/TD Escalation Process		Monthly Average is less than 6 hours	▪ 15% of the TMRC per occurrence of 6 hours or greater if MTTR exceeds the monthly objective. 2nd consecutive month for the same circuits or service, 25% of the TMRC. Each additional month for the same circuit or service, 50% of the TMRC. . ▪ CSR ⇒CAP ⇒C/SLOR
Repeated Trouble Three or more trouble tickets opened on a single circuit or service within a 30-day rolling calendar with similar or related trouble.	N/A	▪ End User Escalation Process ▪ DGS/TD Escalation Process		Less than 3 trouble tickets in a 30-day period.	▪ 15%of the TMRC, per occurrence of 3 or more ▪ CSR ⇒CAP ⇒C/SLOR

Table B - Voice and Line-Side Service Level Agreement				
Measurement	**Immediate Objective**	**Immediate Rights and Remedies**	**Monthly Objective**	**Monthly Rights and Remedies**
Excessive Outage The circuit or service is unusable during the time the trouble ticket is recorded as opened until restoration of the circuit or service, minus stop clock conditions. (7X24)	Outage time less than 12 hours	▪ 100% of the TMRC per occurrence for each circuit or service out of service greater than 12 hours. ▪ Senior Management Escalation ▪ Client may request from contractor an Excessive Outage restoration briefing.		▪ CSR ⇒CAP ⇒C/SLOR
CAT 1 The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a Trouble Ticket, whichever occurs first. A trouble ticket shall be opened by the Contractor for each circuit and/or service or the Contractor shall compile a list for each circuit or service affected by the common cause. Each circuit or service is considered out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by End-User/Client initiated trouble ticket as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24)	Less than 2 hours	▪ 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 1 fault. ▪ End User Escalation Process ▪ DGS/TD Escalation Process	N/A	▪ CSR ⇒CAP ⇒C/SLOR

Table B - Voice and Line-Side Service Level Agreement					
Measurement	**Immediate Objective**	**Immediate Rights and Remedies**		**Monthly Objective**	**Monthly Rights and Remedies**
CAT 2 The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a Trouble Ticket, whichever occurs first. Outage duration shall be measured on a per circuit or per-port basis from information recorded from the network switches. A Contractor trouble ticket shall be opened or a list compiled for any service/circuit outage caused by the Cat 2 event. Any service/circuits reported by End-User/Client initiated trouble ticket as not having been restored shall have the outage time adjusted to the actual restoration time. (7 X 2 4)	Less than 30 minutes	▪ 100% of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 2 fault ▪ End User Escalation Process ▪ DGS/TD Escalation Process		N/A	▪ CSR ⇒CAP ⇒C/SLOR

Table B - Voice and Line-Side Service Level Agreement				
Measurement	**Immediate Objective**	**Immediate Rights and Remedies**	**Monthly Objective**	**Monthly Rights and Remedies**
CAT 3 The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a Trouble Ticket, whichever occurs first. A Contractor ticket shall be opened or a list compiled for any service/circuit outage caused by the Cat 3 event. Any service/circuits reported by End-User/Client initiated trouble ticket as not having been restored shall have the outage time adjusted to the actual restoration time. (7X24)	Less than 15 minutes	▪ Senior Management Escalation Process ▪ 100% of the TMRC for each circuit /service not meeting the per occurrence objective for a single Cat 3 fault.	N/A	▪ CSR ⇒CAP ⇒C/SLOR

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

Measurement	Immediate Objective	Immediate Rights and Remedies	Monthly Objective	Monthly Rights and Remedies
Grade of Service Sample measurements of terminating and originating call attempts. Upon request from DGS/TD, the Contractor shall take samples during the peak busy period of the average business day from any requested class 5 or equivalent switching node that provides Contract related voice/linside services. Rights and Remedies shall be applied to all trouble tickets opened as a result of a node's failure to meet the objective.	P.01 grade of service (for public safety or equivalent essential services) P.03 grade of service (for general business communications)	▪ 10% of TMRC per circuit or service. 25% for consecutive months.		

6.15.6 Table C – Contract Management and Client Services (M)

Table C – Contract Management and Client Services			
Measurement	**Objectives**	**DGS/TD Rights and Remedies**	**Client Rights and Remedies**
Tools and Reports Implementation • Public Web Site (6.17.1) • Private Web Site (6.17.2) • Client Trouble Ticket Reporting and Tracking System (6.17.3) • Service Provisioning and Tracking System 6.17.4) • On-Line Ordering Tool • Network Backbone Monitoring Application/Tool (6.17.6) • Backbone Network Inventory Report • Service Level Agreement Reports (6.17.9) • Fiscal Management Databases (6.16.1 • DGS/TD Fiscal Inventory Report of All Services (6.16.2.1) • DGS/TD Detail of Services Billed Report by Service (6.16.2.2) • DGS/TD Detail of Services Billed Report by Agency (6.16.2.3) • Trouble Ticket/SLS Credits Fiscal Report (6.16.2.4) • DGS/TD Service Order/Provisioning Fiscal Report (6.16.2.5) • DVBE Tracking Fiscal Report (6.16.2.6) • Service Location Report (6.16.2.7) • General Client Profile Information (6.16.2.8)	Per delivery dates developed in Sections 6.17 and 6.16	$1000 per tool/report on the first day after due date and $250 per week thereafter.	N/A

Table C – Contract Management and Client Services			
Measurement	**Objectives**	**DGS/TD Rights and Remedies**	**Client Rights and Remedies**
Tools Availability • Public Web Site • Private Web Site • Client Trouble Ticket and Tracking System • Service Provisioning and Tracking System • On-line Ordering Tool • Network Backbone Monitoring Application/Tool • Fiscal Management Database (s)	100% Functional 90% of the time measured on a monthly basis.	$400 per month, per tool	$400 per month, per tool
Report Delivery Intervals • Backbone Inventory Report • Service Level Agreement Reports • DGS/TD Fiscal Inventory Report of All Services • Trouble Ticket/SLS Credits Fiscal Report • DGS/TD Service Order/Provisioning Report • DVBE Tracking Fiscal Report • Service Location Report • General Client Profile Information	Deliver all reports within 3 days of the negotiated delivery dates from 6.17	$400 and $100 per week thereafter	$400 and $100 per week thereafter
Invoicing Accuracy Any Contractor caused errors occurring on an invoice shall be resolved within 61 days of the original invoice date.	100% invoice accuracy	DGS/TD escalation process	Client Escalation Process. 10% TMRC for each circuit or service with invoice errors. 20% TMRC for each consecutive month until error is corrected.

Table C – Contract Management and Client Services			
Measurement	**Objectives**	**DGS/TD Rights and Remedies**	**Client Rights and Remedies**
Administration Fee Reports Delivery Interval • DGS/TD Detail of Services Billed Report by Agency • DGS/TD Detail of Services Billed Report by Service • The contractor shall provide the reports on the date administration fees are scheduled for payment to DGS/TD	Deliver reports on the date administration fee payments are due	0.5% of month's administration fees shall be paid to DGS/TD before the next invoice cycle	N/A
Late payment of Administration Fees to DGS/TD Administration fees are due 61 days from the end of each calendar month that a bill is rendered	Payment in full	0.5% of month's administration fees shall be paid to DGS/TD before the next invoice cycle each month until the payment is received.	N/A

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.15.7 Stop Clock Conditions (M)

Stop Clock Conditions are critical to the CALNET rights and remedies for non-catastrophic outages because they influence the calculation of trouble ticket durations. Note: in this section, the term "End-User" includes End-Users and Clients, whichever is applicable.

1. Periods when a restoration or testing effort is delayed at the specific request of the End-User. The Stop Clock condition shall exist during the period the contractor was delayed, provided that reasonable and documented efforts are made to contact the End-user during the applicable Stop Clock period.
2. Time after a circuit has been restored, but End-User request ticket be kept open for observation. If the circuit is later determined by the End-User to not have been

Period or the Circuit or Service Acceptance Period, the Client may elect to terminate the specific circuit(s) or service, at no cost to DGS, Client, or End-User. Contractor agrees that they are responsible for removing, at no cost to the Client, End-User, or DGS, any Contractor provided equipment or facilities that are associated with the circuit or service that is off-ramped.

Thereafter the Client, at its discretion, may elect to terminate the specific circuit(s) or service or migrate the specific circuits(s) or service to an alternate service or facility offered under this Contract. Contractor agrees to waive Contractor's non-recurring costs associated with migrating to an alternate service or facility offered under this Contract. Notice of such termination or migration shall be made by written notice from the Client, through DGS to Contractor. The notice shall identify the Client circuit(s) or service to be off-ramped or migrated and the date on which the off-ramp or migration shall be effective. In the event specific circuits or service are migrated to an alternate service or facility offered under this Contract, Contractor shall complete the migration in accordance with the installation intervals for such alternate service or facility as identified in this Contract.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.15.9 Installation Interval SLA's(M)

CALNET Service Installation Intervals	
Services	**Install Intervals**
VOICE	
1. Intra-LATA Calling	
Local (Zone 1 & 2)	Next Business Day
Zone 3	Next Business Day

CALNET Service Installation Intervals	
Services	**Install Intervals**
Local Toll	Next Business Day
2. Long Distance	
Switched	Next Business Day
Dedicated	10 Business Days
3. Toll Free Service	Next Business Day
4. Toll Free Enhanced Call Routing	ICB
5. International Toll Free	Next Business Day
6. 900 Service	10 Business Days
7. Calling Card	5 Business Days for up to 500 with existing account
Pre-Paid Calling Card	45 Business Days for up to 500, with existing account
8. Advanced Call Routing	10 Business Days, with existing system
9. Audio Conferencing	
Account set-up	10 Business Days
Conference set-up w/account	Next Business Day
LINE SIDE SERVICES	
1. Measured Business Line Services	Next Business Day, using automated order system. 1 hour for feature change using automated order system.

CALNET Service Installation Intervals	
Services	**Install Intervals**
2. Central Office Exchange Basic Service or Equivalent	Next Business Day using, automated ordering system 1 hour for feature changes using automated order system
3. Call Center Services	ICB
4. Computer Telephone Interface (CTI)	ICB
5. Central Office Trunk Service	10 Business Days, if less than 15 trunks
6. Voice Mail	3 Business Days
7. Interactive Voice Response (IVR)	ICB
8. Consolidated Services	ICB
o ACD	ICB for new ACD. Next business day for MACs for an established ACD
o Network ACD	ICB
o Voice Mail	3 business days
o Management Information Systems	ICB
o Announcement in Queue	ICB
o CTI	ICB
o Audio Conferencing	Next business day using automated order system.

CALNET Service Installation Intervals	
Services	**Install Intervals**
DATA SERVCIES	
1. Analog	
Analog	10 Business Days with available facilities
Extended Analog	10 Business Days w/available facilities
2. Carrier Service	
Carrier DS-0	15 Business Days with available facilities

CALNET Service Installation Intervals	
Services	**Install Intervals**
Carrier DS-1	15 Business Days with available facilities
Carrier DS-3	ICB
Extended Carrier DS-0	15 Business Days with available facilities
Extended Carrier DS-1	15 Business Days with available facilities
Extended Carrier DS-3	ICB
3. SONET (Desirable)	
SONET DS-1 (Desirable)	ICB
SONET DS3 (Desirable)	ICB
SONET OC-X (Desirable)	ICB
4. ISDN	
Basic Rate ISDN	Next Business Day, for data only (if no site work is required) 3 Business Days for voice & data (if no site work is required) 10 days for BRI if site work is required
Primary Rate ISDN	10 Business Days with available facilities

CALNET Service Installation Intervals	
Services	**Install Intervals**
5. Switched 56	10 Business Days with Facilities available Next Business Day for call routing feature change of existing service
6. Frame Relay	
Inter/Intra LATA Frame Relay DS-0	15 Business Days with available facilities
Inter/Intra LATA Frame Relay DS-1	15 Business Days with available facilities
Inter/Intra LATA Frame Relay DS-3	ICB
Extended Frame Relay DS-0	15 Business Days with available facilities
Extended Frame Relay DS-1	15 Business Days with available facilities
Extended Frame Relay DS-3	ICB
7. Asynchronous Transfer Mode (ATM)	

CALNET Service Installation Intervals	
Services	**Install Intervals**
Intra/Inter LATA ATM DS-1	15 Business Days with available facilities
Intra/Inter LATA ATM DS-3	ICB
Intra/Intra LATA ATM Service and OC-X Interface	ICB
Extended ATM DS-1	15 Business Days with available facilities
Extended ATM DS-3	ICB
Extended ATM OC-X	ICB
8. Managed Services	ICB
9. Digital Subscriber Line	
Asymmetric Digital Subscriber Line	10 Business Days, with available facilities

CALNET Service Installation Intervals	
Services	**Install Intervals**
DSL VPN (Desirable)	30 Business Days, with available facilities
10. Metropolitan Area Network (MAN)-Gigabit Ethernet (Desirable)	
MAN-Gigabit Ethernet 1Gb (Desirable)	Desirable
11. Video Conferencing	ICB
ALTERNATE TECHNOLOGIES	
1. Voice Over Internet Protocol (VoIP) (Network Based)	ICB
2. Voice Over Internet Protocol (VoIP) (CPE Based)	ICB
3. MPLS Based Services (Desirable)	Desirable
4. Managed IP Based Video Conferencing Services (Desirable)	Desirable
5. Net Conferencing (Desirable)	Desirable

6.17 MANAGEMENT TOOLS AND REPORTS (M)

The Contractor shall provide network tools and reports to DGS/TD and DGS/TD authorized clients to oversee the contract. The Contractor shall provide the following:

- Transport, hardware and software necessary for DGS/TD to access the network monitoring and management tools and reports
- Tools, applications and data to perform on-line daily, monthly and quarterly network trending, inventory, invoice and fiscal management analysis.
- Tools, applications and data to perform real time on-line ticketing and network performance analysis.
- Web-enabled applications for service provisioning, invoicing and trouble reporting from DGS/TD and DGS/TD authorized client PCs.
- A timeline indicating when each of these tools, applications and reports shall be functional for DGS/TD and DGS/TD authorized clients.
- Web-enabled applications that have the ability to create password-protected accounts for access by DGS/TD authorized clients.
- Data for ad hoc reports required by DGS/TD.
- All invoices for contracted services shall be accessible to DGS/TD via a web based application.
- Tools and applications that are accessible from DGS/TD authorized state locations.
- Network monitoring and trending tools shall be made available for DGS/TD authorized clients. To ensure quality control, security, and training, client personnel will obtain authorization from DGS/TD for controlled access to all tools, applications and reports.
- Reports using a data extractable application allowing DGS/TD and clients the ability to run custom reports.
- Current, accurate and standardized data.
- Training and ongoing support for all tools, applications and reports.
- System upgrades for all management tools and applications shall be provided at no cost.
- Provide and maintain an inventory of Contractor provided tools, applications and reports, which includes report elements for each report and a regular reporting schedule based on negotiated dates/intervals.
- Provide quarterly reports for completed Contracted Service Project Work, Coordinated and Managed.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.17.1 Public Web Site (M)

The Contractor shall provide and maintain a public website and shall be updated at least weekly. All information, data and forms must be approved by DGS/TD before it is posted to this web site. The web site shall include the following:

- A list of all products and services with descriptions, availability and unique identifier, including features
- Product and service rates, including features
- Contract language and amendments
- Clients FAQs
- Client ordering instructions
- End-User Escalation Process
- List of available vendor offered training
- News
- Link to DGS/TD web site

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.17.2 Private Web Site (M)

The Contractor shall provide and maintain a private web site. The Contractor shall use this portal to provide DGS/TD and authorized clients with access to service level agreement reports, fiscal management reports, inventory management reports (if not provided through another means), invoice management, Contract performance reports, and contracted service project work reports.

6.17.9.3 Minimum SLA CAT 1, 2 and 3 Report Requirements (M)

CAT Outages SLAs shall be reported independently on a per occurrence basis. A SLA CAT Report shall be provided to DGS/TD within 60 days of the restoral date.

CAT 1, 2, 3 SLA reports shall include the following information:

Reporting period, Type of CAT, data and time of occurrence, circuit number/service ID/phone number (s), path name (s), product type, transport type (i.e., DS0, DS1), client ID number, client agency name, ticket open date/time, problem restoral date/time, unavailable time (as defined in the SLA section), % of client rebate, Table A or Table B. DGS/TD desires the inclusion of the customer billing number and the month the rebate will appear on the customer's invoice.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____
Description:

6.17.10 Contracted Service Project Work Reports (M)

The Contractor shall provide DGS/TD with quarterly reports for completed Coordinated and Managed Projects as defined in Section 6.13.3, Contracted Service Project Work. . This data shall be provided in Access format or other mutually agreed upon format. Services installed as projects shall be included in the monthly service provisioning reports in section 6.17.9.2.

6.17.10.1. Coordinated Project Work Report (M)

The Coordinated Project Work Report will contain, but is not limited to the following information:

- STD. Form 20 reference number
- Agency identification number
- Agency name
- Agency address

- Service site address (s)
- Date contractor received STD. Form 20
- Date customer was initially contacted by contractor
- Date "Scope of Work" provided to customer
- Estimated cost
- Final cost
- Service type (s) installed
- Quantities of services
- Project Start date (customer acceptance of implementation plan/schedule)
- Negotiated project completion date
- Project completion date

6.17.10.2 Managed Project Work Report (M)

The Managed Project Work Report will contain, but is not limited to the following information:

- STD. Form 20 reference number
- Agency identification number
- Agency name
- Agency address
- Service site address (s)
- Date contractor received STD. Form 20
- Date customer was initially contacted by contractor
- Date "Scope of Work" provided to customer
- Estimated cost
- Final cost
- Service type (s) installed
- Quantities of services
- Date notify DGS/TD – non-ICB projects
- Date approved by DGS/TD – ICB projects
- Project start date (customer acceptance of implementation plan/schedule)
- Status
    a) Identification of major milestones
    b) Identification of project jeopardizes
- Negotiated project completion date
- Project completion date
- Project Manager name and contact information

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: *document*_____
*location*_____ *page*_____ *paragraph*_____

Description:

6.18 REQUIRED IMPLEMENTATION/TRANSITION STRATEGY (M)

The Contractor shall participate in two transition phases and submit two requisite plans; Transition-In occurs as part of the implementation and transition from the incumbent Contractor services to the new Contractor services. Transition-Out occurs at the end of the Contract term or cancellation of the contract, whichever occurs first. The Contractor agrees to cooperate fully with the state and awarded Contractors in planning, coordinating, and implementing the transition phases. For the Transition-In, the Contractor will provide an implementation/transition plan that will assure the State that all services will be transitioned to the Contract in a timely and efficient manner.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: *document*_____
*location*_____ *page*_____ *paragraph*_____

Description:

Cost Table 6.6.2.1 Data Transmission Service - Analog Service and Features

6.6.2.1.a, Data Transmission Service - Analog Service and Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	4-wire half duplex circuit point-to-point Tier 1			11	$ -		Circuit/mo	**315**	$ -		N/A	N/A	$ -
2	4-wire half duplex circuit point-to-point Tier 2			4	$ -		Circuit/mo	**135**	$ -		N/A	N/A	$ -
3	4 wire full duplex circuit point-to-point Tier 1			157	$ -		Circuit/mo	**3,000**	$ -		N/A	N/A	$ -
4	4 wire full duplex circuit point-to-point Tier 2			68	$ -		Circuit/mo	**1,200**	$ -		N/A	N/A	$ -
5	4 wire full duplex circuit multi point Tier 1			74	$ -		Circuit/mo	**1,500**	$ -		N/A	N/A	$ -
6	4 wire full duplex circuit multi point Tier 2			31	$ -		Circuit/mo	**1,050**	$ -		N/A	N/A	$ -
7	Channel Termination Data Transport Service – 4 wire Tier 1			238	$ -		Circuit/mo	**900**	$ -		N/A	N/A	$ -
8	Channel Termination Data Transport Service – 4 wire Tier 2			112	$ -		Circuit/mo	**400**	$ -		N/A	N/A	$ -
9	**Variable Mileage Data Transport Service Tier 1**		N/A	N/A	N/A		**per mile**	**25,000**	$ -		N/A	N/A	$ -
10	**Variable Mileage Data Transport Service Tier 2**		N/A	N/A	N/A		**per mile**	**15,000**	$ -		N/A	N/A	$ -
11	Data Bridging Tier 1			7	$ -		Circuit/mo	350	$ -		11	$ -	$ -
12	Data Bridging Tier 2			3	$ -		Circuit/mo	150	$ -		4	$ -	$ -
13	Central Office Multiplexing Tier 1			7	$ -		Circuit/mo	350	$ -		11	$ -	$ -
14	Central Office Multiplexing Tier 2			3	$ -		Circuit/mo	150	$ -		4	$ -	$ -
15	Model Monthly Totals:				$ -				$ -			$ -	$ -
16	Model Annual Totals:				$ -				$ -			$ -	$ -

6.6.2.1.b, Data Transmission Service - Analog Service and Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
17	**Expedite Option**			10	$ -	N/A	occurrence	N/A	N/A	N/A	NA	N/A	$ -
18	2-wire full duplex circuit point-to-point Tier 1			7	$ -		**Circuit/mo**	70	$ -	N/A	N/A	N/A	$ -
19	2-wire full duplex circuit point-to-point Tier 2			3	$ -		**Circuit/mo**	30	$ -	N/A	N/A	N/A	$ -
20	2-wire full duplex circuit multi-point Tier 1			7	$ -		**Circuit/mo**	70	$ -	N/A	N/A	N/A	$ -
21	2-wire full duplex circuit multi-point Tier 2			3	$ -		**Circuit/mo**	30	$ -	N/A	N/A	N/A	$ -
22	Channel Termination Tier 1			7	$ -		**Circuit/mo**	70	$ -	N/A	N/A	N/A	$ -
23	Channel Termination Tier 2			3	$ -		**Circuit/mo**	30	$ -	N/A	N/A	N/A	$ -
24	Data Transport Service 2-wire Tier 1			7	$ -		**Circuit/mo**	70	$ -	N/A	N/A	N/A	$ -
25	Data Transport Service 2-wire Tier 2			3	$ -		**Circuit/mo**	30	$ -	N/A	N/A	N/A	$ -
26					$ -				$ -			$ -	$ -
27					$ -				$ -			$ -	$ -
28					$ -				$ -			$ -	$ -
29					$ -				$ -			$ -	$ -
30					$ -				$ -			$ -	$ -
31					$ -				$ -			$ -	$ -
32	Model Monthly Totals:				$ -				$ -			$ -	$ -
33	Model Annual Totals:				$ -				$ -			$ -	$ -

Cost Table 6.6.2.2 Data Transmission Service - Carrier DS0 Service and Features

6.6.2.2.a, Data Transmission Service - Carrier DS0 Service and Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	**DS0 Tier 1**			105	$ -		Circuit	**4,000**	$ -	N/A	N/A	N/A	$ -
2	**DS0 Tier 2**			45	$ -		Circuit	**1,200**	$ -	N/A	N/A	N/A	$ -
3	**Variable Mileage Data Transport Service Tier 1 Dedicated only (Excludes Frame Relay and ATM)**		N/A	N/A	N/A		Circuit	**30,000**	$ -	N/A	N/A	N/A	$ -
4	**Variable Mileage Data Transport Service Tier 2 Dedicated only (Excludes Frame Relay and ATM)**		N/A	N/A	N/A		Circuit	**10,000**	$ -	N/A	N/A	N/A	$ -
5	**Central Office Bridging Capability**			11	$ -		leg	350	$ -	N/A	N/A	N/A	$ -
6	Model Monthly Totals:				$ -				$ -			$ -	$ -
7	Model Annual Totals:				$ -				$ -			$ -	$ -

6.6.2.2.b, Data Transmission Service - Carrier DS0 Service and Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
8	**Expedite Option**			15	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
9	Customer Network Reconfiguration			15	$ -	N/A	occurance	N/A	N/A	N/A	N/A	N/A	$ -
10					$ -				$ -			$ -	$ -
11					$ -				$ -			$ -	$ -
12					$ -				$ -			$ -	$ -
13					$ -				$ -			$ -	$ -
14					$ -				$ -			$ -	$ -
15	Model Monthly Totals:				$ -				$ -			$ -	$ -
16	Model Annual Totals:				$ -				$ -			$ -	$ -

Cost Table 6.6.2.3 Data Transmission Service - Carrier DS1 Service and Features

6.6.2.3.a, Data Transmission Service - Carrier DS1 Service and Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	DS1 Tier 1			225	$ -		ciruit/mo	**11,000**	$ -	N/A	N/A	N/A	$ -
2	DS1 Tier 2			75	$ -		ciruit/mo	5,000	$ -	N/A	N/A	N/A	$ -
3	**Variable Mileage Data Trasport Service Tier 1 Dedicated only (Excludes Frame Relay and ATM)**		N/A	N/A	N/A		per mile	**75,000**	$ -	N/A	N/A	N/A	$ -
4	**Variable Mileage Data Trasport Service Tier 1 Dedicated only (Excludes Frame Relay and ATM)**		N/A	N/A	N/A		per mile	**35,000**	$ -	N/A	N/A	N/A	$ -
5	Model Monthly Totals:				$ -				$ -			$ -	$ -
6	Model Annual Totals:				$ -				$ -			$ -	$ -

6.6.2.3.b, Data Transmission Service - Carrier DS1 Service and Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
7	**Expedite Option**			50	$ -	N/A	Circuit	N/A	N/A	N/A	N/A	N/A	$ -
8	Customer Network Reconfiguration			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
9	Customer Network Reconfiguration Port Access			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
10					$ -				$ -			$ -	$ -
11					$ -				$ -			$ -	$ -
12					$ -				$ -			$ -	$ -
13	Model Monthly Totals:				$ -				$ -			$ -	$ -
14	Model Annual Totals:				$ -				$ -			$ -	$ -

Cost Table 6.6.2.4 Data Transmission Service – Carrier DS3 Service and Features

6.6.2.4.a, Data Transmission Service – Carrier DS3 Service and Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	High Capacity DS3 Tier 1			7	$ -		Circuit/mo	**325**	$ -	N/A	N/A	N/A	$ -
2	High Capacity DS3 Tier 2			3	$ -		Circuit/mo	**225**	$ -	N/A	N/A	N/A	$ -
3	**Variable Mileage Data Trasport Service Tier 1 Dedicated only (Excludes Frame Relay and ATM)**		N/A	N/A	N/A		per mile /mo	2,100	$ -	N/A	N/A	N/A	$ -
4	**Variable Mileage Data Trasport Service Tier 1 Dedicated only (Excludes Frame Relay and ATM)**		N/A	N/A	N/A		per mile /mo	900		N/A	N/A	N/A	$ -
5	Central Office Multiplexing with Reconfiguration Tier 1			7			occurrence	35	$ -		7	$ -	$ -
6	Central Office Multiplexing with Reconfiguration Tier 2			3	$ -		occurrence	15	$ -		3	$ -	$ -
7	Model Monthly Totals:				$ -				$ -			$ -	$ -
8	Model Annual Totals:				$ -				$ -			$ -	$ -

6.6.2.4.b, Data Transmission Service – Carrier DS3 Service and Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
9	**Expedite**			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
10	Customer Network Reconfiguration			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
11	Customer Network Reconfiguration – Hub to Hub			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
12	Customer Network Reconfiguration Port Access			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
13					$ -				$ -			$ -	$ -
14					$ -				$ -			$ -	$ -
15	Model Monthly Totals:				$ -				$ -			$ -	$ -
16	Model Annual Totals:				$ -				$ -			$ -	$ -

Cost Table 6.6.2.6, Extended Carrier Services

6.6.2.6, Extended Carrier Services (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Analog Private Line Tier 1		N/A	N/A	N/A		mile/mo	169,400	$ -	N/A	N/A	N/A	$ -
2	Analog Private Line Tier 2		N/A	N/A	N/A		mile/mo	72,600	$ -	N/A	N/A	N/A	$ -
3	DS0 Tier 1		N/A	N/A	N/A		mile/mo	52,500	$ -	N/A	N/A	N/A	$ -
4	DS0 Tier 2		N/A	N/A	N/A		mile/mo	22,500	$ -	N/A	N/A	N/A	$ -
5	Digital Service 1.5 (DS-1) Tier 1		N/A	N/A	N/A		mile/mo	87,500	$ -	N/A	N/A	N/A	$ -
6	Digital Service 1.5 (DS-1) Tier 2		N/A	N/A	N/A		mile/mo	37,500	$ -	N/A	N/A	N/A	$ -
7	Digital Service 45(DS3) Tier 1		N/A	N/A	N/A		mile/mo	7,000	$ -	N/A	N/A	N/A	$ -
8	Digital Service 45(DS3) Tier 2		N/A	N/A	N/A		mile/mo	3,000	$ -	N/A	N/A	N/A	$ -
9	Model Monthly Totals:				$ -				$ -			$ -	$ -
10	Model Annual Totals:				$ -				$ -			$ -	$ -

6.6.2.6, Extended Carrier Services (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
11	Analog Expedite			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
12	DS0 Expedite			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
13	DS 1. Expedite			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
14	DS 3 expedite			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
15					$ -				$ -			$ -	$ -
16					$ -				$ -			$ -	$ -
17					$ -				$ -			$ -	$ -
18					$ -				$ -			$ -	$ -
19	Model Monthly Totals:				$ -				$ -			$ -	$ -
20	Model Annual Totals:				$ -				$ -			$ -	$ -

Cost Table 6.6.4.1, ISDN Basic Rate Interface (BRI)

6.6.4.1.a, ISDN Optional Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Basic ISDN BRI Service Tier 1			126	$ -		circuit/mo	8,888	$ -		252	$ -	$ -
2	Basic ISDN BRI Service Tier 2			54	$ -		circuit/mo	3,809	$ -		108	$ -	$ -
3	ISDN usage Tier 1	N/A	N/A	N/A	N/A		per minute	88,900	$ -	N/A	N/A	N/A	$ -
4	ISDN usage Tier 2	N/A	N/A	N/A	N/A		per minute	38,100	$ -	N/A	N/A	N/A	$ -
5	Series Hunting Tier 1			6	$ -		circuit/mo	350	$ -		11	$ -	$ -
6	Series Hunting Tier 2			2	$ -		circuit/mo	150	$ -		4	$ -	$ -
8	Model Monthly Totals:				$ -				$ -			$ -	$ -
9	Model Annual Totals:				$ -				$ -			$ -	$ -

6.6.4.1.b, ISDN Optional Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
10	Expedite Option			18	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
11					$ -				$ -			$ -	$ -
12					$ -				$ -			$ -	$ -
13					$ -				$ -			$ -	$ -
14					$ -				$ -			$ -	$ -
15					$ -				$ -			$ -	$ -
16	Model Monthly Totals:				$ -				$ -			$ -	$ -
17	Model Annual Totals:				$ -				$ -			$ -	$ -

19	Package 3 @ 56kps - usage fee Tier 1	N/A	N/A	N/A	N/A		minute	884	$ -	N/A	N/A	N/A	$ -
20	Package 3 @ 56kps - usage fee Tier 2	N/A	N/A	N/A	N/A		minute	379	$ -	N/A	N/A	N/A	$ -
21	Package 3 @ 64kps - basic monthly Tier 1			7	$ -		pkg/mo	70	$ -		7	$ -	$ -
22	Package 3 @ 64kps - basic monthly Tier 2			3	$ -		pkg/mo	30	$ -		3	$ -	$ -
23	Package 3 @ 64kps - usage fee Tier 1	N/A	N/A	N/A	N/A		minute	3,539	$ -	N/A	N/A	N/A	$ -
24	Package 3 @ 64kps - usage fee Tier 2	N/A	N/A	N/A	N/A		minute	1,516	$ -	N/A	N/A	N/A	$ -
25	Model Monthly Totals:				$ -				$ -			$ -	$ -
26	Model Annual Totals:				$ -				$ -			$ -	$ -

6.6.5.b, ISDN Primary Rate Interface (PRI) Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
27	Expedite Option			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
28					$ -				$ -			$ -	$ -
29					$ -				$ -			$ -	$ -
30					$ -				$ -			$ -	$ -
31					$ -				$ -			$ -	$ -
32					$ -				$ -			$ -	$ -
33	Model Monthly Totals:				$ -				$ -			$ -	$ -
34	Model Annual Totals:				$ -				$ -			$ -	$ -

Cost Table 6.6.6, Switched 56

6.6.6.a, Switched 56 (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Switched 56 basic service Tier 1			63	$ -		minute	4,200	$ -	N/A	N/A	N/A	$ -
2	Switched 56 basic service Tier 2			27	$ -		minute	1,800	$ -	N/A	N/A	N/A	$ -
3	Model Monthly Totals:				$ -				$ -			N/A	$ -
4	Model Annual Totals:				$ -				$ -			N/A	$ -

6.6.6.b, Switched 56 (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
5	Expedite option			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
6					$ -				$ -			$ -	$ -
7					$ -				$ -			$ -	$ -
8					$ -				$ -			$ -	$ -
9	Model Monthly Totals:				$ -				$ -			$ -	$ -
10	Model Annual Totals:				$ -				$ -			$ -	$ -

Cost Table 6.6.7.1, Frame Relay

6.6.7.1.a, Frame Relay (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.
1	DS0 Class of Service Port Termination Tier 1			63	$ -		port term/mo	4,412	$ -		126	$ -
2	DS0 Class of Service Port Termination Tier 2			27	$ -		port term/mo	1,891			54	
3	DS1 Class of Service Port Termination Tier 1			84	$ -		port term/mo	5,600	$ -		168	$ -
4	DS1 Class of Service Port Termination Tier 2			36	$ -		port term/mo	2,400			72	
5	DS3 Class of Service Port Termination Tier 1			7	$ -		port term/mo	84	$ -		1	$ -
6	DS3 Class of Service Port Termination Tier 2			3	$ -		port term/mo	36			1	
7	Data Link Connection (PVC)(each additional) Tier 1		N/A	N/A	N/A		each /mo	28,000	$ -		840	$ -
8	Data Link Connection (PVC)(each additional) Tier 2		N/A	N/A	N/A		each /mo	12,000			360	
9	InterLATA Frame Relay Committed Information Rate (CIR, 4kps unit) Tier 1		N/A	N/A	N/A		each 4kps pkg per mo	490,000	$ -		210	$ -
10	InterLATA Frame Relay Committed Information Rate (CIR, 4kps unit) Tier 2		N/A	N/A	N/A		each 4kps pkg per mo	210,000			90	
11	IntraLATA Frame Relay Committed Information Rate (CIR, 4kps unit) Tier 1		N/A	N/A	N/A		each 4kps pkg per mo	210,000			84	
12	IntraLATA Frame Relay Committed Information Rate (CIR, 4kps unit) Tier 2		N/A	N/A	N/A		each 4kps pkg per mo	90,000	$ -		36	$ -
13	Model Monthly Totals:				$ -				$ -			$ -
14	Model Annual Totals:				$ -				$ -			$ -

6.6.7.1.b, Frame Relay (D)

A	B	C	D	E	F	G	H	I	J	K	L	M
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.
15	Expedite Option			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A
16					$ -				$ -			$ -
17					$ -				$ -			$ -
18					$ -				$ -			$ -
19					$ -				$ -			$ -
20					$ -				$ -			$ -
21	Model Monthly Totals:				$ -				$ -			$ -
22	Model Annual Totals:				$ -				$ -			$ -

Cost Table 6.6.7.2, Asynchronous Transfer Mode Data Services

6.6.7.2.a, Asynchronous Transfer Mode Data Services (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	DS1 ATM Port - (UNI) Tier 1			42	$ -		per port	2,800	$ -		84	$ -	$ -
2	DS1 ATM Port - (UNI) Tier 2			18	$ -		per port	1,200	$ -		36	$ -	$ -
3	DS3 ATM Port - (UNI) Tier 1			7	$ -		per port	210	$ -		7	$ -	$ -
4	DS3 ATM Port - (UNI) Tier 2			3	$ -		per port	90	$ -		3	$ -	$ -
5	UNI T1 – 3.0 megabit IMA Tier 1			13	$ -		Per UNI	84	$ -		25	$ -	$ -
6	UNI T1 – 3.0 megabit IMA Tier 2			5	$ -		Per UNI	36	$ -		11	$ -	$ -
7	UNI T1 – 4.5Megabit IMA Tier 1			7	$ -		Per UNI	14	$ -		7	$ -	$ -
8	UNI T1 – 4.5Megabit IMA Tier 2			3	$ -		Per UNI	6	$ -		3	$ -	$ -
9	UNI T1 – 6.0 megabit IMA Tier 1			7	$ -		Per UNI	14	$ -		7	$ -	$ -
10	UNI T1 – 6.0 megabit IMA Tier 2			3	$ -		Per UNI	6	$ -		3	$ -	$ -
11	UNI T1 – 7.5 megabit IMA Tier 1			7	$ -		Per UNI	14	$ -		7	$ -	$ -
12	UNI T1 – 7.5 megabit IMA Tier 2			3	$ -		Per UNI	6	$ -		3	$ -	$ -
13	UNI T1 – 9.0 megabit IMA Tier 1			7	$ -		Per UNI	14	$ -		7	$ -	$ -
14	UNI T1 – 9.0 megabit IMA Tier 2			3	$ -		Per UNI	6	$ -		3	$ -	$ -
15	UNI T1 – 10.5 megabit IMA Tier 1			7	$ -		Per UNI	14	$ -		7	$ -	$ -
16	UNI T1 – 10.5 megabit IMA Tier 2			3	$ -		Per UNI	6	$ -		3	$ -	$ -
17	UNI T1 – 12.0 megabit IMA Tier 1			7	$ -		Per UNI	14	$ -		7	$ -	$ -
18	UNI T1 – 12.0 megabit IMA Tier 2			3	$ -		Per UNI	6	$ -		3	$ -	$ -
19	OC3c ATM Port - (UNI) Tier 1			7	$ -		Per UNI	14	$ -		7	$ -	$ -
20	OC3c ATM Port - (UNI) Tier 2			3	$ -		Per UNI	6	$ -		3	$ -	$ -
21	Virtual Channel Connection (each additional per port) Tier 1			126	$ -		per port	8,400	$ -		252	$ -	$ -
22	Virtual Channel Connection (each additional per port) Tier 2			54	$ -		per port	3,600	$ -		108	$ -	$ -
23	Virtual Path Connection (each additional per port) Tier 1			63	$ -		per port	4,200	$ -		112	$ -	$ -
24	Virtual Path Connection (each additional per port) Tier 2			27	$ -		per port	1,800	$ -		48	$ -	$ -
25	**Constant Bit Rate Tier 1**												
26	128 Kbps Unit						per unit	5	$ -				
27	256Kbps						per unit	5	$ -				
28	384 Kbps						per unit	5	$ -				
29	512 Kbps						per unit	5	$ -				
30	768 Kbps						per unit	5	$ -				
31	1.024 Mbps						per unit	1	$ -				
32	1.344 Mbps						per unit	1	$ -				
33	2.048 Mbps						per unit	1	$ -				
34	3.072 Mbps						per unit	1	$ -				
35	3.840 Mbps						per unit	1	$ -				
36	6.144 Mbps						per unit	1	$ -				
37	7.680 Mbps						per unit	1	$ -				
38	9.600 Mbps						per unit	3	$ -				
39	10.752 Mbps						per unit	3	$ -				
40	12.288 Mbps						per unit	3	$ -				
41	15.360 Mbps						per unit	3	$ -				
42	19.000 Mbps						per unit	1	$ -				
43	28.000 Mbps						per unit	1	$ -				
44	35.800 Mbps						per unit	1	$ -				
45	45,000 Mbps						per unit	1	$ -				
46	**Constant Bit Rate Tier 2**												
47	128 Kbps						per unit	1	$ -				
48	256Kbps						per unit	1	$ -				
49	384 Kbps						per unit	1	$ -				
50	512 Kbps						per unit	1	$ -				
51	768 Kbps						per unit	1	$ -				
52	1.024 Mbps						per unit	1	$ -				
53	1.344 Mbps						per unit	1	$ -				
54	2.048 Mbps						per unit	1	$ -				
55	3.072 Mbps						per unit	1	$ -				
56	3.840 Mbps						per unit	1	$ -				
57	6.144 Mbps						per unit	1	$ -				
58	7.680 Mbps						per unit	1	$ -				

59	9.600 Mbps						per unit	1	$ -				
60	10.752 Mbps						per unit	1	$ -				
61	12.288 Mbps						per unit	1	$ -				
62	15.360 Mbps						per unit	1	$ -				
63	19.000 Mbps						per unit	1	$ -				
64	28.000 Mbps						per unit	1	$ -				
65	35.800 Mbps						per unit	1	$ -				
66	**Variable Bit Rate Tier 1**												
67	128 Kbps						per unit	10	$ -				
68	256Kbps						per unit	10	$ -				
69	384 Kbps						per unit	10	$ -				
70	512 Kbps						per unit	10	$ -				
71	768 Kbps						per unit	10	$ -				
72	1.024 Mbps						per unit	10	$ -				
73	1.344 Mbps						per unit	10	$ -				
74	2.048 Mbps						per unit	10	$ -				
75	3.072 Mbps						per unit	5	$ -				
76	3.840 Mbps						per unit	5	$ -				
77	6.144 Mbps						per unit	5	$ -				
78	7.680 Mbps						per unit	5	$ -				
79	9.600 Mbps						per unit	5	$ -				
80	10.752 Mbps						per unit	5	$ -				
81	12.288 Mbps						per unit	5	$ -				
82	15.360 Mbps						per unit	5	$ -				
83	19.000 Mbps						per unit	5	$ -				
84	28.000 Mbps						per unit	1	$ -				
85	35.800 Mbps						per unit	1	$ -				
86	45,000 Mbps						per unit	1	$ -				
87	70,000 Mbps						per unit	1	$ -				
88	100,000 Mbps						per unit	1	$ -				
89	125,000 Mbps						per unit	1	$ -				
90	150,000 Mbps						per unit	1	$ -				
91	**Variable Bit RateTier 2**												
92	128 Kbps						per unit	10	$ -				
93	256Kbps						per unit	10	$ -				
94	384 Kbps						per unit	10	$ -				
95	512 Kbps						per unit	10	$ -				
96	768 Kbps						per unit	10	$ -				
97	1.024 Mbps						per unit	10	$ -				
98	1.344 Mbps						per unit	10	$ -				
99	2.048 Mbps						per unit	10	$ -				
100	3.072 Mbps						per unit	5	$ -				
101	3.840 Mbps						per unit	2	$ -				
102	6.144 Mbps						per unit	2	$ -				
103	7.680 Mbps						per unit	2	$ -				
104	9.600 Mbps						per unit	2	$ -				
105	10.752 Mbps						per unit	2	$ -				
106	12.288 Mbps						per unit	2	$ -				
107	15.360 Mbps						per unit	2	$ -				
108	19.000 Mbps						per unit	1	$ -				
109	28.000 Mbps						per unit	1	$ -				
110	35.800 Mbps						per unit	1	$ -				
111	45 Mbps						per unit	1	$ -				
112	70 Mbps						per unit	1	$ -				
113	100 Mbps						per unit	1	$ -				
114	125 Mbps						per unit	1	$ -				
115	150 Mbps						per unit	1	$ -				
116	**Unspecified Bit Rate Tier 1**												
117	128 Kbps						per unit	20	$ -				
118	256Kbps						per unit	20	$ -				
119	384 Kbps						per unit	20	$ -				
120	512 Kbps						per unit	20	$ -				
121	768 Kbps						per unit	20	$ -				
122	1.024 Mbps						per unit	20	$ -				
123	1.344 Mbps						per unit	20	$ -				
124	2.048 Mbps						per unit	20	$ -				
125	3.072 Mbps						per unit	20	$ -				
126	3.840 Mbps						per unit	15	$ -				

127	6.144 Mbps						per unit	15	$ -					
128	7.680 Mbps						per unit	15	$ -					
129	9.600 Mbps						per unit	15	$ -					
130	10.752 Mbps						per unit	15	$ -					
131	12.288 Mbps						per unit	20	$ -					
132	15.360 Mbps						per unit	25	$ -					
133	19.000 Mbps						per unit	50	$ -					
134	28.000 Mbps						per unit	30	$ -					
135	35.800 Mbps						per unit	3	$ -					
136	45 Mbps						per unit	3	$ -					
137	70 Mbps						per unit	1	$ -					
138	100 Mbps						per unit	1	$ -					
139	125 Mbps						per unit	1	$ -					
140	150 Mbps						per unit	1	$ -					
141	**Unspecified Bit Rate Tier 2**													
142	128 Kbps						per unit	15	$ -					
143	256Kbps						per unit	15	$ -					
144	384 Kbps						per unit	15	$ -					
145	512 Kbps						per unit	15	$ -					
146	768 Kbps						per unit	15	$ -					
147	1.024 Mbps						per unit	14	$ -					
148	1.344 Mbps						per unit	15	$ -					
149	2.048 Mbps						per unit	14	$ -					
150	3.072 Mbps						per unit	14	$ -					
151	3.840 Mbps						per unit	10	$ -					
152	6.144 Mbps						per unit	10	$ -					
153	7.680 Mbps						per unit	10	$ -					
154	9.600 Mbps						per unit	10	$ -					
155	10.752 Mbps						per unit	10	$ -					
156	12.288 Mbps						per unit	10	$ -					
157	15.360 Mbps						per unit	14	$ -					
158	19.000 Mbps						per unit	14	$ -					
159	28.000 Mbps						per unit	10	$ -					
160	35.800 Mbps						per unit	1	$ -					
161	45 Mbps						per unit	1	$ -					
162	70 Mbps						per unit	1	$ -					
163	100 Mbps						per unit	1	$ -					
164	125 Mbps						per unit	1	$ -					
165	150 Mbps						per unit	1	$ -					
166	Model Monthly Totals:				$ -				$ -			$ -	$ -	
167	Model Annual Totals:				$ -				$ -			$ -	$ -	

6.6.7.2.b, Asynchronous Transfer Mode Data Services (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
168	Expedite Option			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
169					$ -				$ -			$ -	$ -
170					$ -				$ -			$ -	$ -
171					$ -				$ -			$ -	$ -
172					$ -				$ -			$ -	$ -
173					$ -				$ -			$ -	$ -
174	Model Monthly Totals:				$ -				$ -			$ -	$ -
175	Model Annual Totals:				$ -				$ -			$ -	$ -

Cost Table 6.6.7.4, Extended Frame Relay

6.6.7.4.a, Extended Frame Relay (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Fixed CIR Tier 1	N/A	N/A	N/A	N/A		Per 4 Kps unit	12,250	$ -		35	$ -	$ -
2	Fixed CIR Tier 2	N/A	N/A	N/A	N/A		Per 4 Kps unit	5,250	$ -		15	$ -	$ -
3	Usage CIR Tier 1	N/A	N/A	N/A	N/A		Per 4 Kps unit	3,500	$ -	N/A	N/A	N/A	$ -
4	Usage CIR Tier 2	N/A	N/A	N/A	N/A		Per 4 Kps unit	1,500	$ -	N/A	N/A	N/A	$ -
5	Zero CIR Tier 1	N/A	N/A	N/A	N/A		Per 4 Kps unit	5,250	$ -	N/A	N/A	N/A	$ -
6	Zero CIR Tier 2	N/A	N/A	N/A	N/A		Per 4 Kps unit	2,250	$ -	N/A	N/A	N/A	$ -
7	Model Monthly Totals:				$ -				$ -			$ -	$ -
8	Model Annual Totals:				$ -				$ -			$ -	$ -

6.6.7.4.a, Extended Frame Relay (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
9	**Expedite**			10	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
10					$ -				$ -			$ -	$ -
11					$ -				$ -			$ -	$ -
12					$ -				$ -			$ -	$ -
13	Model Monthly Totals:				$ -				$ -			$ -	$ -
14	Model Annual Totals:				$ -				$ -			$ -	$ -

Cost Table 6.6.7.6, Extended ATM

6.6.7.6.a, Extended ATM Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	PVC / UNI Tier 1			1	$ -		per circuit	35	$ -		1	$ -	$ -
2	PVC / UNI Tier 2			1	$ -		circuit	15	$ -		1		$ -
3	Constant Bit Rate (CBR) Tier 1	N/A	N/A	N/A	N/A		per Mbps	14	$ -	N/A	N/A	N/A	$ -
4	Constant Bit Rate (CBR) Tier 2	N/A	N/A	N/A	N/A		per Mbps	6	$ -	N/A	N/A	N/A	$ -
5	Variable Bit Rate - Near Real Time (VBR-nrt) Tier 1	N/A	N/A	N/A	N/A		per Mbps	11	$ -	N/A	N/A	N/A	$ -
6	Variable Bit Rate - Near Real Time (VBR-nrt) Tier 2	N/A	N/A	N/A	N/A		per Mbps	4	$ -	N/A	N/A	N/A	$ -
7	DS-1 (1.544 Mbps) - unchannelized Tier 1			1	$ -		circuit	11	$ -		1	$ -	$ -
8	DS-1 (1.544 Mbps) - unchannelized Tier 2			1	$ -		circuit	4	$ -		1		$ -
9	DS-1 (1.544 Mbps) Tier 1			1	$ -		circuit	11	$ -		1	$ -	$ -
10	DS-1 (1.544 Mbps) Tier 2			1	$ -		circuit	4	$ -		1		$ -
11	DS-3 (45 Mbps) Tier 1			1	$ -		circuit	3	$ -		1	$ -	$ -
12	DS-3 (45 Mbps) Tier 2			1	$ -		circuit	2	$ -		1		$ -
13	OC-3 (155 Mbps) Tier 1			1	$ -		circuit	1	$ -		1	$ -	$ -
14	OC-3 (155 Mbps) Tier 2			1	$ -		circuit	1	$ -		1		$ -
15	Model Monthly Totals:				$ -				$ -			$ -	$ -
16	Model Annual Totals:				$ -				$ -			$ -	$ -

6.6.7.6.b, Extended ATM Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
17	Expedite			1	$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	$ -
18					$ -				$ -			$ -	$ -
19					$ -				$ -			$ -	$ -
20					$ -				$ -			$ -	$ -
21					$ -				$ -			$ -	$ -
22					$ -				$ -			$ -	$ -
23	Model Monthly Totals:				$ -				$ -			$ -	$ -
24	Model Annual Totals:				$ -				$ -			$ -	$ -

9.5.3.2 Bidder Responsibility

RFP Section 5.3 stipulates that the Bidder must assure the State that it has the resources to successfully perform if awarded the contract. The State will evaluate the Bidder's response to RFP Section 5.3 using the methodology provided in Table 9.5.3-A. At a minimum, the factors evaluated will include:

- Bidder personnel, in the numbers and with the skills required, that the Bidder expects to assign to the contract.
- Equipment of appropriate type (switches, networks, control centers, etc.) and in sufficient quantity.
- Experience in similar endeavors.

The Bidder may include its subcontractors in this submission, but the Bidder must identify each subcontractor's specific role and responsibilities proposed for CALNET. A subcontractor's resources and experience shall only be evaluated as contributing towards the Bidder's responsibility to the degree that it directly pertains to the proposed role and responsibility of the subcontractor.

9.5.3.3 Final Demonstration

A final demonstration may, at the discretion of the State, be held after the evaluation of the administrative, technical and contractual requirements is complete, and before costs are opened. Note that a final demonstration can effect the determination of compliance with RFP requirements and/or affect the award of scored evaluation points if the demonstration results in findings that are different from the prior evaluation of the requirement being demonstrated. A final demonstration, if held, may require demonstration of those RFP requirements selected from those marked for validation by demonstration as described in RFP Section 10. Failure to satisfactorily pass the demonstration in accordance with the procedures in Section 10 and the demonstration plan submitted by the Bidder (if required) may result in the rejection of the Bidder's proposal.

9.5.4 Cost Evaluation

9.5.4.1 Cost Opening and Validation

The envelopes containing the Bidders' proposed costs shall not be opened until all other evaluation factors have been completed. Only those Bidders whose proposals are compliant with all RFP mandatory and mandatory-optional

the retention of other Deliverables of Software acquired from Contractor under this Contract impractical, the State shall then have the option of terminating such Contracts, or applicable portions thereof, without penalty or termination charge. Under circumstances where the State has a right of return, Contractor agrees to take back such Deliverables and Software and refund all sums the State has paid Contractor for such items.

a. Contractor's obligations under this Section 32 shall not apply to the extent that the applicable claim of patent, copyright or trade secret infringement is based upon:

i. The combination or utilization of Deliverables furnished hereunder with equipment or devices not made or furnished by Contractor; or,

ii. The operation of Equipment furnished by Contractor under the control of any Operating Software other than, or in additional to, the current version of Contractor-supplied Operating Software; or

iii. The modification by the State of the Equipment furnished hereunder or of the Software; or

iv. The combination or utilization of Software furnished hereunder with non-Contractor supplied or approved Software.

b. Contractor certifies that it has appropriate systems and controls in place to ensure that State funds will not be used in the performance of this Contract for the acquisition, operation or maintenance of computer Software in violation of copyright laws.

33. EXAMINATION AND AUDIT

a. Without limiting any examination or audit rights of the State set forth in the RFP, Contractor agrees that the State, at any tier or level (e.g., enterprise-wide, agency, etc.), or its designated representative, shall have the right, at any time and from time to time, to audit, review and copy any records and supporting documentation pertaining to performance of this Contract and to audit the practices and facilities used by Contractor to provide the Services and related operational matters. Contractor agrees to maintain such records for possible audit for a minimum of four (4) years after final payment and five (5) years for e-rate funded projects, unless a longer period of records retention is stipulated or required by law. Contractor agrees to allow the auditor(s) access to such records and facilities during normal business hours and to allow interviews of any employees or others who might reasonably have information related to such records. For avoidance of doubt, audits may include those conducted by personnel of the Department of General Services in performance of Contract oversight responsibilities in reviewing monthly fiscal management and/or other required reports. Costs for any audit of Contractor with respect to the accuracy, completeness or quality of Contract reports shall be borne by Contractor and any costs incurred by the State to otherwise validate Contract reports resulting from inaccurate report content or Contractor responsiveness shall be recovered from Contractor. If an audit reveals that Contractor has overcharged the State during the period to which the audit relates, then Contractor shall promptly refund such

7. Municipality, upon execution of this Authorization to Order, certifies that Municipality has received and has reviewed the terms and conditions, including the rates and charges, of the Contract.

8. Municipality, upon execution of this Authorization to Order, certifies the Municipality understands that billing invoices for Service(s) subscribed to under the Contract are subject to audit pursuant to provisions of the Contract.

9. This Authorization to Order shall continue in effect from the Effective Date through the remainder of the term of the Contract, unless earlier terminated. Municipality may terminate this Authorization to Order, for specific Service(s) or in total, prior to termination of the Contract by providing the Contractor with thirty (30) days written notice of cancellation.

10. A Municipality that elects early termination of a Service(s) on Attachment 1 that required capital investment by the Contractor to provision Service(s) specifically for the Municipality, will be subject to a 15% termination penalty of that portion of the Contractor's capital investment that has not been amortized over the Service term using Generally Accepted Accounting Principles. The Contractor shall be required to provide, in writing, the Municipality with the projected capital costs prior to execution of the Authorization to Order. If projected capital costs are not provided, the capital cost shall be deemed to be zero. Notwithstanding this clause, if the required Service(s) hereunder are installed, and after the first fiscal year funds are not appropriated to enable the Municipality to continue paying for services, or universal service discounts are not received, the Municipality may terminate impacted Service(s) without penalty.

11. Whenever any notice or demand is to be given under this Contract to Contractor or Municipality, the notice shall be in writing and addressed to the following:

Municipality:	Contractor:
_____	
_____	
_____	
Attn: _____	Attn: Contract Program Manager

Notices delivered by overnight courier service shall be deemed delivered on the day following mailing. Notices mailed by U.S. Mail, postage prepaid, registered or certified with return receipt requested, shall be deemed delivered five (5) days after mailing. Notices delivered by any other method shall be deemed given upon receipt.